

Staff Employee of the Week

Greg Pratt

NAME: Greg Pratt

JOB TITLE: Assistant Director for Facilities Support

HOME DEPARTMENT: Purchasing

COLLEGE OR VP AREA: Vice President for Finance and CFO

NOMINATED FOR: Staff Leadership Award

NOMINATED BY: Tom Kaloupek



SUMMARY

Greg is responsible for managing the procurement aspects of support for campus facilities. He provides direct support to Facilities, Housing and Dining Services, Athletics, the Inn and Conference Center, the VT/Carilion Research Institute, and all of the campus organizations who call upon Facilities for facility renovation support. Greg is assisted by three buyers and two support staff members. He is a working manager, in the sense that he spends most of his time enacting complex procurements and resolving issues that are often urgent in nature.

Greg's responsibilities require a considerable amount of communications with internal customers and suppliers. He is relied upon to know the business rules and has to communicate them clearly and openly to ensure that the right product or service is obtained at the right time in the right place. To do this effectively, he needs to exercise an excellent set of leadership skills to make sure that correct business practices are followed and suppliers are dealt with equitably. Maintaining the highest ethical procurement standards is vitally important to the reputation of the university. Greg has a very strong work ethic and is an excellent role model for others who work in a service capacity.

Speaking specifically to leadership, Greg is often required to inform campus units that their issue they believe is of paramount urgency needs more work in order to be properly enacted. He frequently works with campus customers to rewrite statements of work so that their true requirements are more fully met. He also needs to manage customer expectations, in that the procurement process often takes more time to complete than has been allowed for. In short, Greg often has to tactfully say no and then lead internal customers to the right pathway. He does this in a cheerful and helpful manner and truly works, every day, to contribute to the best university operations that are possible to achieve.