

FACILITIES OPERATIONS SUPERINTENDENT

Salary Range: 39 (Public Service Employees)

DEFINITION

Under general direction, plans, organizes, directs, and coordinates the activities of the Facilities and Building Maintenance Division staff within the Public Services Department; schedules, assigns and reviews the work of facilities and building maintenance staff; serves as the project manager for assigned facilities maintenance, construction and repair projects and other special programs; provides technical assistance to the Public Services Manager; performs a variety of the most complex technical tasks relative to the maintenance and repair of City buildings and administrative facilities; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position full supervisory-level class in the buildings and facilities maintenance series. The incumbent is responsible for planning, organizing, supervising, reviewing and evaluating the work of facilities and building maintenance staff either directly or through lead workers. The incumbent is expected to independently perform the full range of facility and building maintenance duties. Performance of the work requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Public Services Manager in that the latter has management responsibility for all facilities maintenance and operations functions and activities of the City.

SUPERVISION RECEIVED AND EXERCISED

The incumbent receives general direction from the Public Services Manager, and exercises direct supervision over assigned staff, and coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Assists in the planning, organization, and implementation of building and facility maintenance goals and objectives.
- Develops and standardizes maintenance and operating procedures to improve the efficiency and effectiveness of maintenance operations.
- Manages all projects and activities of the building and facility maintenance staff; recommends improvements and modifications; prepares various reports on operations and activities.
- Implements project deliverables, emphasizing quality, productivity, and consistency; negotiates effectively with team members to define team goals, work content, and schedules; establishes and maintains clear communication on project status and results with the project team, department management, and others; coordinates activities with affected City departments and outside agencies.
- Identifies, eliminates, and/or minimizes solution, project, and business risk; confers with team members to articulate, compare, and implement solutions and alternative approaches based upon project management principles; performs activities to enhance

customer satisfaction and financial baseline of the project; exercises accountability for project results as committed; interfaces directly with the management staff of client departments.

- Inspects buildings and facilities to determine the extent of maintenance or repairs needed.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies.
- Participates in the selection, training, supervision, evaluation, and discipline of assigned staff.
- Serves as the project manager for Capital Improvement Projects, and other projects as assigned.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for construction projects.
- Reads and interprets construction plans; prepares and reviews sketches, diagrams, blueprints, and work specifications.
- Manages the work of contractors providing facility and building maintenance services; performs the most complex facility and building maintenance duties; provides technical assistance to crews.
- Responds to emergencies as required; coordinates activities with other City personnel; directs the work of staff and utilization of resources to ensure repairs are completed and the buildings and facilities are safe.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Administrative principles and methods, including goal setting, program and budget development, implementation and control, personnel management and supervision.
- City organization and functions; laws, rules, codes, and regulations governing department activities.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of facility and building maintenance program development and administration.
- Principles and practices of facility construction, maintenance, and repair.

- The equipment, tools and materials required for facility and building construction, maintenance, and repair.
- Applicable federal, state and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles of contract administration for facility and building maintenance and repair projects.
- Principles of project performance measurement, systems analysis, and statistical measurement.
- Methods and techniques of project management including budgeting and scheduling, risk assessment/management, staff resource allocation, business requirements definition, and analysis.
- Advanced principles and practices of Capital Improvement Program development, project management, and administration.
- Safety principles, practices, and procedures used for facility and building related projects, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles and power equipment.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan, organize, and direct operations of facility and building maintenance personnel; maintain a large group of public buildings and grounds including complex building support systems involving heating ventilation, refrigeration, air conditioning, electrical, elevators, and mechanical systems.
- Analyze, interpret, apply and enforce federal, state and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate verbally and in writing, department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for a solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for facilities maintenance contracts; administer and monitor contracts.
- Read and interpret construction drawings.
- Develop cost estimates for supplies and equipment.

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures and other written materials
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties.

Minimum Qualifications

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade supplemented by a minimum of fifteen (15) units of technical or college-level courses in building construction, maintenance, repair or related field, and six (6) years of increasingly responsible experience in facilities construction, maintenance or operations, including three (3) years of supervisory experience.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C driver's license or higher is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

Physical Requirements:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and work in various City buildings and facilities; strength, stamina and mobility to perform medium to heavy physical work, operate varied hand and power tools and related equipment; vision to read printed materials and a computer screen; color vision to identify electrical wires, pipes, engine and motor parts etc.; hearing and speech to communicate in person and over the telephone or radio; finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment; ability to bend, stoop, kneel, reach, and climb to perform work and inspect work sites; ability to lift, move, and carry materials and equipment weighing up to 50 pounds and heavier weights with the use of proper equipment.

Working Conditions:

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; and partially work in buildings and facilities and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confined workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures. Incumbents in this class may be required to work various shifts on evenings, weekends, and holidays.

Adopted: June, 2017

FLSA: E

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.