



DIRECTOR OF MAINTENANCE AND OPERATIONS

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the District's Maintenance and Operations Department; functional areas of responsibility include facilities maintenance, custodial, grounds, warehousing and recycling programs; assists in the oversight of capital construction and planning projects for the District; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the senior administrator assigned by the college president. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, coordinating, and directing staff, operations, and programs of the Maintenance and Operations Department which encompass capital improvement projects, facilities, grounds and related functions in support of the District's mission and vision. The Director level assumes responsibility for administrative, long- and short-term planning, and budgeting responsibilities; in addition they recommend and implement the programs, projects, goals, and policies and procedures of the functional area(s) to which they are assigned, ensuring alignment with the attraction, retention and academic success of students. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the maintenance, custodial, grounds, warehouse functions and recycling programs. Assists in the oversight of the District's capital construction and planning program.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends within department policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of department budget; determines funding needed for staffing, equipment, materials and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of, service delivery methods, and procedures; assesses and monitors workload, administrative, and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Contributes to the overall quality of the department's services by developing, reviewing and

implementing policies and procedures to meet regulatory requirements, and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.

- Assists in the Management of the District's capital improvement program; prepares bid specifications for maintenance, refurbishing, and remodeling activities; oversees the work of contractors; inspects facilities and work in progress and upon completion to assure that work complies with laws, specifications, time lines, and safety requirements; reviews and assesses construction claims and determines disposition of same.
- Develops, organizes, and implements a campus wide recycling program; encourages sustainability and environmental stewardship from members of the District community.
- Assists with the coordination of the campus safety program; conducts regularly scheduled safety training for department personnel; coordinates and oversees the District's hazardous material and waste program.
- Implements and supervises the comprehensive energy conservation and preventive maintenance programs for the District, including supervision of the operation and maintenance of the Central Plant and energy management system; maintain E.P.A. approved certification as a Universal type technician.
- Directs and coordinates warehouse operations; oversees the fixed asset and equipment inventory through regular operational audits.
- Represents the department, provides consultation and technical expertise to other District divisions, departments, and outside agencies; explains and interprets programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in facilities construction and maintenance, and ancillary operational services.
- Maintains and directs the maintenance of working and official departmental records.
- Monitors changes in laws, regulations, and technology that may affect departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Ensures staff observe and comply with all District and mandated safety rules, regulations and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of leadership.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- The mission of the California Community Colleges as it relates to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Applicable Federal, State, and local regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.

- Principles and practices of budget administration.
- Principles, practices, procedures, and techniques involved in the development, implementation, and evaluation of strategic goals and objectives.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Specialized or extensive policies, procedures, objectives, and requirements of facilities construction and maintenance contracts.
- Disaster preparedness and emergency procedures.
- Safety requirements for maintenance and operations of District buildings, grounds and equipment.
- Methods and techniques for the development of presentations, business correspondence, and administrative and technical reports.
- Research methods and techniques.
- Techniques for effectively representing the District in contact with government agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- District and mandated safety rules, regulations and protocols.
- Techniques of providing a high level of customer service by effectively interacting with students, staff, faculty, representatives of outside organizations, and members of the public, including individuals of diverse academic, socio-economic, ethnic, religious and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee and manage the operations and activities of staff responsible for maintaining the District's facilities, grounds and related service areas.
- Plan, organize, and direct the bid process.
- Examine, evaluate and recommend approval of construction related change orders.
- Recommend and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the department.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Develop and monitor budgets and effectively utilize resources.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present technical information and data in an effective manner, including construction and building plans, blueprints and specifications.
- Research and prepare capital outlay reimbursement claims.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Demonstrate sensitivity to, and understanding of, the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds of community college students.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in business administration, construction management, civil engineering, or a related field.

Experience:

- Six (6) years of increasingly experience in complex facilities maintenance and construction, two (2) of which should be in a lead or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.