



MAINTENANCE AND OPERATIONS SUPERVISOR

DEFINITION

Under direction, plans, schedules, assigns, reviews, and supervises the work of staff performing custodial and maintenance and repair duties on District facilities; plans and coordinates a comprehensive preventative maintenance program; provides complex staff assistance to management staff in areas of expertise; ensures compliance with applicable health and safety standards; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Director of Maintenance and Operations.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Maintenance and Operations series that exercises independent judgment on diverse and specialized maintenance services with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for ensuring that maintenance and operations services are conducted in a quality and timely manner. Incumbents are responsible for providing technical level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established 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, organizes, assigns, supervises, and reviews the work of custodial and facilities maintenance staff involved in the general cleaning, maintenance and care of District facilities; maintains buildings, office space and adjacent grounds areas in a clean, orderly and secure condition; coordinates assigned services and operations with those of other District divisions; and ensures compliance with applicable health and safety standards.
- Trains and supervises the performance of assigned staff; interviews and selects employees and recommends transfers, reassignment, termination and disciplinary actions; assures substitute custodian coverage as necessary.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned services.
- Assists in annual budget preparation; prepares detailed cost estimates; determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs.
- Monitors activities of the custodial and facilities maintenance staff; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.

- Confers with management regarding the care, cleaning and maintenance of facilities; prepares and adjusts work schedules to fit the needs of specific sites; receives, screens, prioritizes and responds to staff custodial and light maintenance needs.
- Inspects completed work by custodial staff for accuracy and compliance with instructions and established standards; inspects assigned areas and reports safety, sanitation and fire hazards to appropriate authorities.
- Determines needed equipment, materials and supplies for maintenance operations; requisitions a variety of supplies, tools and equipment according to established procedures; maintains proper inventory levels of supplies and equipment.
- Inspects work in progress and completed work of assigned employees for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Coordinates and conducts employee safety training programs; maintains both public and employee safety in the field.
- Prepares and maintains a variety of records and reports related to assigned activities and personnel.
- Supervises the moving and arranging of furniture and equipment, as well as setting up facilities for special events and meetings.
- Assures security of facilities during assigned hours; locks gates, doors and windows; monitors facilities for vandalism and safety and fire hazards and report to appropriate personnel; escorts students as needed; raises and lowers flags; responds to emergency calls after hours as assigned.
- Works productively and cooperatively with others by demonstrating respect, patience and equitable treatment of all internal and external customers.
- Ensures staff compliance with District and mandated safety rules, regulations and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, equipment, tools, and materials of construction, maintenance, and repair of buildings and facilities, including remodel projects.
- Principles, practices, methods, and techniques of facilities maintenance and operations.
- Materials, tools and equipment used in custodial work.
- Modern cleaning methods including basic methods of cleaning floors, carpets, furniture walls and fixtures.
- Requirements of maintaining buildings in a safe, clean and orderly condition.
- District and mandated safety rules, regulations and protocols.
- Applicable Federal, State, and local laws, rules, regulations, and procedures relevant to assigned areas of responsibility.
- Principles and procedures of record keeping.
- 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, schedule, coordinate, and inspect the activities of custodial and facilities maintenance staff involved in the general cleaning, care and maintenance of District buildings and facilities.
- 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 laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Organize, implement, and direct custodial and facilities maintenance activities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to complaints or inquiries from District staff and students.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- 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 relevant to work performed, 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 completion of the twelfth (12th) grade, supplemented by specialized courses in facilities maintenance and repair.

Experience:

- Five (5) years of increasingly responsible experience in facilities maintenance, two (2) years of which should be in a lead 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 25 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.