



## ASSISTANT DIRECTOR OF MAINTENANCE AND OPERATIONS

### **DEFINITION**

Under general supervision of the Director of Maintenance and Operations, assists with 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, equipment repair, custodial, grounds, warehousing, recycling programs and health and safety programs.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Maintenance and Operations. Exercises direct supervision over professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for assisting with the planning, organizing, coordinating, and directing staff, operations, and programs of the Maintenance and Operations Department which encompass existing facilities, grounds and related functions in support of the District's mission and vision. The Assistant Director level assumes responsibility for administrative, long- and short-term planning, 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.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the department; assist with the recommendations within department policy, appropriate service, and staffing levels; recommends and administers policies and procedures.
- Assists with developing and standardizing 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 development, organization, and implementation of the 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.
- Directs and coordinates warehouse operations; oversees the fixed asset and equipment inventory through regular operational audits.
- 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 maintenance, custodial, grounds, warehouse, recycling, and operational services.
- 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.
- Reports to the director on any 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, 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 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.
- 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.
- 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.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- 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.
- Safely operate college vehicles to conduct work and inspect campus maintenance projects. Respond to emergencies in off hours as necessary.
- Inspect worksites, work in progress and work completed to ensure conformity with work requests and specifications.
- 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 an associate degree from an accredited college.

**Experience:**

- Five (5) years of increasingly experience in maintenance and operations, 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.