



Midpeninsula Regional Open Space District

FACILITIES MAINTENANCE SUPERVISOR

DEFINITION

Under general direction, performs complex, professional-level, facilities maintenance management duties for the Districts Administrative Offices, manages repairs and improvements of structures throughout the District, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Land and Facilities Services Department Manager. Supervises the Facilities Maintenance Specialist and other departmental staff, as assigned by the Land and Facilities Services Department Manager.

CLASS CHARACTERISTICS

This classification manages and performs all aspects of facilities maintenance for Administrative Office facilities, including building operation, landscaped grounds, parking areas, and various physical systems such as HVAC, plumbing, electrical, telephone wiring, and security systems. The incumbent is also responsible for non-routine repairs and improvements at District Field facilities. The Facilities Maintenance Supervisor is responsible for performing, developing, executing and managing maintenance, repair or minor improvement projects utilizing contractors and may be assigned supervision of District staff, for a wide variety of duties including maintenance, trades work, and administrative work. Successful performance of work requires significant knowledge of a broad range of facility maintenance management and technical principles, an extensive professional background as well as skill in coordinating work with that of other District departments. Positions at this level are distinguished by conducting more complex projects, working and problem-solving independently, supervising staff, and exercising greater judgment and initiative. Positions at this level are required to perform with a high level of independence and must be fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Land and Facilities Services Department Manager in that the latter has overall management responsibility for all Land and Facility Services programs, functions, and activities and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL 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.

- Management responsibility for all facilities maintenance functions, building repair and improvement projects at the District's Administrative Office (AO), including day-to-day operations, trouble calls and emergency repairs.
- Responsible for repair and improvement projects of District maintenance and patrol facilities, nature centers or other public structures. This excludes day-to-day maintenance tasks and minor repairs.
- Assists in the maintenance management of structures throughout the District as needed.
- Performs studies related to facilities and buildings including safety, utilities, infrastructure, resources, building and fire codes, pest management, and environmental issues.
- Prepares and implements site maintenance and repair plans; evaluates alternatives; compiles cost estimates; prepares budget estimates and schedules.

- Makes recommendations on solutions to facilities maintenance related issues.
- Evaluates facilities maintenance issues to determine if they are best suited for in-house crews or contracting.
- Ensures that facilities maintenance and improvement projects and work orders adhere to project goals, approved plans, District policy, permitting requirements, comply with environmental mitigation measures, District construction/maintenance standards, and any applicable rules and regulations. Documents and reports compliance as required.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the Department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned services, projects, and activities; identifies opportunities for improvement and makes recommendations to District management staff.
- Recommends and administers policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Participates in the preparation of maintenance implementation budgets, monitors expense budgets, approves/processes expenditures, and provides early alert to Department Manager of potential issues with meeting assigned project budgets.
- Serves as source of information for staff, consultants, property owners, and contractors regarding general facilities maintenance status and functions. Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Serves as primary point of contact for customers, contractors, and stakeholders for all phases of facilities maintenance activities at the District's Administrative Offices, from conception to warranty.
- Coordinates and performs quality of work inspections for supervised staff.
- Negotiates, administers, and manages contracts for services; reviews documents, reports, and other work products prepared by contractors and provides feedback and corrections; reviews and oversees contractor invoices and progress payments.
- Provides highly complex assistance to management staff related to facilities maintenance; prepares, presents and reviews staff reports related to assigned activities, projects, and services; under direction, reports to and advises the Land and Facilities Department Manager related to a wide variety of facilities maintenance matters.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in facilities maintenance and related activities; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect facilities maintenance; recommends policy and procedural changes to management.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Maintains standard maintenance documents in conformance with changes in Department and legal requirements and practices.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Provides appropriate operational staff with documents, warranties and, as necessary, an orientation of specialized functional components and systems.
- Coordinates with fire agencies on fire risk prevention activities.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Technical trades such as plumbing, carpentry, HVAC, and electrical work.
- Administrative principles and practices, including goal setting, project management, and the development, analysis, and evaluation of programs, policies, and operational needs of facilities maintenance programs.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, and regulations concerning the operation of the assigned function.
- Principles of facilities maintenance management methods relating to legal, contractual, inspection, and safety.
- General knowledge of building systems.
- Familiarity with emergency action plans and OSHA regulations.
- Practices of researching issues, evaluating alternatives, value engineering, making sound recommendations, and preparing and presenting effective staff reports.
- Contract management practices in a public agency setting.
- General principles of risk management related to the functions of the assigned area.
- Record keeping principles and procedures.
- Methods and techniques of effective technical report preparation and presentation.
- Recent developments, current literature, and sources of information related to facilities maintenance.
- Modern office methods, practices, procedures, and equipment, including computer hardware and software necessary for graphic presentation, mapping, viewing construction drawings, and database management.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various business, professional, educational and regulatory organizations, and with property owners, developers, contractors, and the public.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and District staff.

Ability to:

- Administer complex and technical facilities maintenance and related programs in an independent and cooperative manner.
- Self-perform minor facility repairs and improvements.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Evaluate and develop improvements in maintenance procedures, policies, or methods.
- Research, analyze, and evaluate new project delivery methods, procedures, and techniques.
- Deal with and manage emergency situations.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Identify and respond to issues and concerns of the public, District staff, Board of Directors, and outside boards and commissions.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

- Organize, implement, and direct assigned construction activities.
- Develop, track, and manage budgets.
- Conduct complex research projects, evaluate alternatives, and make sound recommendations.
- Read, interpret, apply, and explain technical written material and complex Federal, State, and local policies, procedures, laws, regulations, ordinances, and District policies and procedures.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various business, professional, and regulatory organizations and individuals.
- Coordinate assigned activities with other District departments and agencies as required.
- Direct the work of contract consultants and contractors.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, and other written materials.
- Read and understand technical drawings and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in landscape architecture, architecture, civil engineering, business administration, public administration, facilities management, construction project management, or a related field, and five (5) years of increasingly responsible experience in facilities or construction management with at least two years in a lead or supervisory position preferably in parks, open space, or a related field.

Completion of an apprenticeship program or the equivalent training in one or more of the construction trades is highly desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect District development sites, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary office and partially a field classification and standing in and walking between work areas and development sites is 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. Employee must possess

the ability to lift and carry materials and objects weighing up to 60 pounds and must possess the ability to push and pull objects weighing up to 100 pounds, with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, or road hazards. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

EFFECTIVE: April 2017

REVISED: N/A

FLSA: Exempt