

Davis School District

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically outlined in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title: Building Controls Monitoring Manager

Pay Table: Support

Pay Grade: 17

FLSA Status: Non-Exempt

Job Code: 668

Reports to: Building Controls Division Coordinator

JOB SUMMARY

Under the supervision of the Building Controls Coordinator, the Building Controls Monitoring Manager provides supervision of Building Controls Operators, monitors district facilities and systems, answers phone calls from facility managers, administrators, employees and patrons regarding district facilities, responds to alarms and initiates responses of district personnel. Completes programming and data entry in building management, access control, alarm automation software and CCTV systems. Completes and updates key plan drawings for fire alarm, security and building management systems using AutoCAD or similar software.

ESSENTIAL JOB FUNCTIONS

- Supervises part-time monitors including selection, training, evaluating and disciplining.
- Establishes schedules for all monitors and ensures shifts are filled for 24/7 operation.
- Approves leave time and reviews shift calendar to ensure employees do not exceed allotted work hours.
- Provides 24-hour support to operators for technical support and procedural questions.
- Works with Building Controls Coordinator to update and maintain Building Controls Monitoring Office Standard Operating Procedures. Assists in training of Operators and recording training dates and times.
- Updates and maintains call and contact lists for District employees and departments.
- Updates and maintains call and contact lists for outside entities such as dispatch centers, utility providers and contractors.
- Reviews and updates facility zone and contact information in the alarm monitoring system.
- Updates key plan drawings for fire alarms, security systems and building management systems using AutoCAD or similar software.
- Prepares reports of false alarms, Responsible Party (RP) callouts, maintenance callouts and other indicators as needed to measure performance and workload of Building Controls Monitoring Office.
- Reviews night and weekend activities to ensure Standard Operating Procedures are followed and proper operator training is provided.
- Manages service provider contracts, billing and payments for services such as linen, satellite television, monitoring software etc.
- Assists in planning and conducting training plans and staff meetings.

- Responds as needed to “key word search” notifications by obtaining student information, reviewing internet searches and notifying school administrators and supervisor.
- Assists the Building Controls Coordinator with daily updates to the energy/security computer systems. Updates consist of changing times and parameters for lights, fans, boilers, pumps, and security alarms.
- Responds to system alarms such as fire, burglary, duress and carbon monoxide. Follows protocols to coordinate response of fire departments, police departments, responsible parties and maintenance personnel.
- Provides phone support to end users of CCTV system. (i.e. viewing, searching and saving videos.)
- Monitors district wide security camera system to ensure the safety of patrons and district property.
- Responds to alarms or event signals from the Building Management System (BMS). Alarms may include boiler failure alarms, low or high temperature alarms, and system outages that could affect the monitoring and control of building systems.
- Contacts Facility Managers to reset or trouble shoot building HVAC and mechanical systems to resolve building management system alarms and return systems to normal operating condition.
- Programs or modifies access control and building security schedules to allow for afterhours facility usage and/or emergency access for building managers, contractors and maintenance personnel.
- Troubleshoots card access problems to resolve programming errors.
- Completes work orders and removes access for badge separations in a timely manner in district computer systems.
- Solicits schedule change requests for summer and school year schedules from all schools. Completes schedule change programming in building management, access control and district Encore systems.
- Periodically audits district access control credentials to ensure credentials are valid and current; deletes or disables credentials no longer in use.
- Upon receipt of fire alarms, duress alarms or other emergencies monitor CCTV system, shares video with local police and fire dispatch centers, observes emergency service response to unlock doors and directs emergency responders as necessary.
- Creates work requests for emergency repairs and dispatches maintenance personnel as requested by facility managers.
- Responds to power outages by contacting local power companies to determine cause of outage and estimated time of restoral. Forwards information to district departments and personnel as directed.
- Monitors local news channels and appropriate sources for any news or weather events that may affect District facilities or interests, reporting details to Coordinator for reporting to the Director and District Administration.
- Responds to and coordinates response to elevator malfunctions, including people trapped in elevators.
- Completes all required reports and documentation for incidents and activities.
- Appropriately receives and responds to e-mail messages in a timely manner.
- Answers telephone calls and screens calls to determine assistance required and directs calls accordingly.
- Provides information from files and records of knowledge of departmental programs and policies. Makes routine operating decisions within established guidelines. Resolves problems relating to area of knowledge and responsibility.
- Reviews and assigns job sheets according to the appropriate Division and shops within the department.

MINIMUM REQUIREMENTS

- High school graduation or equivalent education and/or experience.
- Four (4) years experience related to the above tasks, knowledge, skills and abilities or equivalent combination of education and experience.

- Have or obtain within 90 days of hiring TMA Operator level 2 certification.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to communicate clearly and effectively over the phone and radio.
- Ability to be available in the event of emergencies on a 24/7 basis.
- Ability to remain calm and perform multiple tasks in stressful situations.
- Ability to manage and prioritize multiple tasks.
- Ability to provide excellent customer service.
- Excellent grammar, spelling and writing skills.
- Good geographical understanding of the Davis County cities and towns.
- Good spatial reasoning when using maps and floorplans.
- Familiarity with building systems such as mechanical and electrical.
- Experience with software programs including: security monitoring, building management, access control and AutoCAD.

PHYSICAL DEMANDS

Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The work also requires the following physical abilities to perform the essential job functions: hearing, mental acuity, speaking, talking and visual acuity. The ability to stay awake and alert during night-time hours and during extended periods of inactivity.

WORKING CONDITIONS

Employees in this position deal with crises that require them to make major decisions involving people, resources, and property. Supervised employees (Building Controls Operators) work in an environment that operates outside of normal business hours and weekends/holidays.

The Davis School District has the right to revise this position description at any time.