

**ST. MARY'S COUNTY PUBLIC SCHOOLS
SUPERVISORS AND ADMINISTRATORS POSITION DESCRIPTION**

OPERATIONS COORDINATOR

POSITION: Operations Coordinator

REPORTS TO: Director of Operations

LOCATION: Division of Supporting Services

NATURE OF WORK:

This position provides leadership, oversees the building service training program, observes building service staff, documents job performance, and evaluates staff relative to their effectiveness in maintaining high levels of operational servicing to school facilities; monitors assesses, trains to correction, and improves departmental servicing at all facilities in the areas of building cleanliness, safety, customer service, environmental servicing; provides training to the custodial staff to support these aims; and inspects buildings for effective operational support.

ESSENTIAL FUNCTIONS:

- Possesses considerable knowledge of methods, materials, and practices used in facilities management;
- Ability to observe, research, and collect data/evidence/artifacts regarding employee performance;
- Knowledge of the construction of employee evaluation reports and conducting employee evaluations;
- Ability to collect data on operational functions and use this data for good decision-making;
- Ability to work with individuals and teams, training and promoting cooperative work utilizing positive, proactive team-building communication;
- Responds to and support emergent situations in schools as they occur, including securing facilities in the evening hours;
- Ability to communicate effectively, orally, and in writing;
- Ability to support emergent needs at all facilities;
- Knowledge of the Operations Department policies and procedures;
- Models effective customer service practices and team-friendly interaction;
- Knowledge of the interview processes; and
- Flexibility to meet the needs of the school district the incumbent will typically work evening hours when school is in session up to 10 PM, daily work times will depend on need.

DUTIES AND RESPONSIBILITIES:

- Utilizes a Board of Education vehicle to visit sites to perform duties;
- Communicate with and guide regional Foremen regarding departmental services, site inspection follow-up, planning initiatives, etc.;
- Facilitates and/or participates in building service interview processes;
- Ensures all Operations Department policies and procedures are followed at all sites, and that a high level of customer service is maintained at all times;
- Creates and maintains detailed records on employee performance and organizes data and artifacts within the SPAS evaluation system;
- Serve as the Operations Department's administrative point of contact during the evening hours on school days;
- Classified as emergency personnel and supports emergent needs at all facilities;
- Develops, coordinates, and teaches best practices for custodial servicing;
- Provides feedback and training to Building Service Managers and staff;
- Builds and manages employee action plans and plans of assistance;
- Provides corrective disciplinary actions to hold staff accountable and improve performance;

- Inspects and provides quality control for the operational servicing of all school facilities;
- Assists in the selection, assignment, scheduling, and training of operations personnel;
- Prepares organizational and other reports for departmental areas of focus;
- Ensures safe work practices of operations personnel and trains staff on the correct usage of personal protective equipment;
- Inspects sites for cleanliness and collects data;
- Ensures operational files and records are maintained and current;
- Consult with school administrators on departmental services;
- Develops training modules and protocols and works with Foreman and Building Service Managers to implement and plan training for staff;
- Ensure facilities are closed down and secured each school day per departmental protocols; and
- Direct responsibility for twenty-four (24) hour monitoring and coordinating the response to all incoming alarm and/or emergency maintenance calls received during assigned weeks, including after-hours and weekends.

QUALIFICATIONS:

Required:

- Bachelor's degree from an accredited college or university;
- Three years of experience in building operational management or other combinations of applicable education, training, and experience;
- Possess and maintain a valid driver's license with no more than the equivalent of four points in the State of Maryland to meet the Board of Education Policy EEBA and associated regulations.

Preferred:

- Coursework in training, leadership, facilities management, education, or related field.

TERM OF EMPLOYMENT:

Full-time twelve-month position.

SALARY GRADE RANGE:

The salary for this position will be based on the SMASA salary schedule for twelve-month, seven-hour employees – Range B.

BARGAINING UNIT ELIGIBILITY: SMASA

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