

## **MANAGER, MAINTENANCE OPERATIONS AND TRANSPORTATION**

### **DEFINITION**

Under general direction, plans, organizes, coordinates, administers, and directs work in facilities, custodial maintenance, and student transportation services, including mail processing and delivery, and room reservation services; participates in developing and directing the implementation of goals, objectives, policies, procedures, and work standards for the department; participates in the design and planning of the County Office of Education (Office) and school construction and remodeling projects; and performs related duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Deputy Superintendent, Business Services. Exercises direct supervision over technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating facilities, custodial maintenance, and student transportation services. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include participating in developing and implementing policies and procedures for the assigned areas of responsibility and ensuring compliance with regulatory requirements. 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, organizes, coordinates, administers, and directs work in facilities and custodial maintenance services, including mail processing and delivery, and room reservation services.
- Participates in developing and directing the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Plans, organizes, schedules, monitors, assigns, supervises, reviews and evaluates the work of crews engaged in construction, maintenance remodeling and repair activities on a wide variety of buildings, structures and facilities; establishes project timelines and priorities; ensures that safe work methods are followed, and that appropriate safety precautions and equipment are utilized.
- 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.
- Identifies and/or prepares estimates of the staffing, materials, space, facility use, and equipment requirements for projected activities.
- Participates in the design and planning of the Office and school construction and remodeling projects;

creates design lay outs for school site relocations and office space reorganizations; coordinates projects involving electrical work, plumbing, carpentry, HVAC, and painting; monitors progress of projects and ensure work is competed according to contractor agreements; follows up on deficiencies and reviews and approves work orders.

- Plans and oversees transportation operations, ensuring safe and timely transportation of special education and other designated students to and from school, home, and various community locations.
- Oversees office supply and equipment purchasing, delivery, and distribution; coordinates the bidding process for equipment and supplies; prepares bid specifications, documents, and cost estimates; approves purchase orders and contracts; monitors and assure adequate inventory levels of equipment and supplies.
- Serves as the Americans with Disabilities Act (ADA) coordinator for facilities; serves as emergency preparedness and response coordinator, life safety officer and liaison for school districts in areas related to emergency services.
- Assists with the preparation of the division's annual budget and approves and monitors financial expenditures, including documentation of facility maintenance and repair costs and transportation contractor payments.
- Directs the preparation and maintenance of a variety of related reports and records, including those related to purchasing and inventory.
- Responds to questions and complaints from the public and user departments.
- Coordinates work with that of other work units, Office departments and/or outside organizations including school site and office relocations, securing vendors and service providers, response to emergency custodial and maintenance needs, and Fire Marshal inspections and fire drills; implements corrective actions in response to fire code violations as necessary; maintains alarm and building security systems including access control, incidence response, and computerized reports.
- Conducts safety inspections of buildings and grounds to identify fire, safety, security and sanitary hazards; assists in developing and implementing emergency preparedness plans.
- Performs related duties as required.

## **QUALIFICATIONS**

### **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 an associate degree from an accredited college or university with major coursework in facilities planning, engineering, business administration, or a related field; and
- Five (5) years of experience performing responsible facilities maintenance and construction related work, including two (2) years of supervisory experience.

### **Licenses and Certifications:**

- Some positions may require possession of a valid California Driver's License and a satisfactory driving record to be maintained throughout employment.

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.

- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods, materials, tools, and equipment used in building and facilities construction, maintenance, remodeling, and repair as it relates to plumbing, carpentry, and related building trades.
- Methods, materials, tools, and equipment used in janitorial and custodial work of commercial buildings.
- Safe work methods and safety practices pertaining to the work.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Office and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- 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:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for Facilities Services at the Office.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**PHYSICAL DEMANDS**

When assigned to an office environment, 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; ability to stand and walk 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.

When assigned to field inspection, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various Office sites; vision to inspect site conditions and work in progress. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.