

Service Manager

DEPARTMENT:	Buildings & Grounds	REPORTS TO:	Director of Buildings and Grounds
WORK SCHEDULE:	12 months	COMPENSATION:	Support Staff Salary Schedule
FULL/PART TIME:	Full Time	FLSA STATUS:	Exempt

Position Description

The Service Manager supports the district by scheduling and supervising repair and service functions including heating, ventilation, air conditioning, plumbing, electrical, carpentry, painting, and automotive mechanics for Kirkwood School District facilities. Manages maintenance staff and ensures facilities are safe and operational to provide the best possible education environment for students and staff.

Task Title	Essential Job Functions	Percent of Time Spent
Staff Supervision	<ul style="list-style-type: none"> Schedule, prioritize, assign, and inspect daily job assignments for maintenance staff, including plumbers, painters, carpenters, electricians, and HVAC mechanics. Work with staff to understand and resolve maintenance related problems. Ensure work is performed in compliance with all Federal, State, and local regulations and standards. Evaluate productivity and quality of work within assigned work units and take actions to correct or improve staff efficiency, effectiveness, and District Staff Satisfaction. Complete performance evaluations and provide feedback to the trade staff. Conduct employee training on a regular basis. Coordinate emergency repairs and respond to emergency off hour calls. 	50%
Asset and Budget Management	<ul style="list-style-type: none"> Implementation and maintenance of enterprise asset management system, including life cycle replacement schedule, reoccurring building/asset performance assessments, and CMMS/work order system. Set up required inspections for facility systems. Order materials for the mechanical, electrical, and plumbing shop to complete projects. Develop the annual operating budgets in coordination with department leadership. Maintains fiscal responsibility for assigned budgets and effective utilization of personnel, materials, and supplies. Research equipment, parts, and system technologies associated with advancing the mission of Facilities Management for Kirkwood School District. 	30%

Task Title	Essential Job Functions	Percent of Time Spent
Projects & Improvements	<ul style="list-style-type: none"> ● Develop and oversee maintenance and improvement projects to ensure they are completed on time and within budget. ● Develop and manage selected capital projects with external contractors. ● Assist Director of Building and Grounds with developing project schedules. 	20%
Other	<ul style="list-style-type: none"> ● Other duties as assigned. 	

The intent of this job description is to provide a representative description of the types of duties and responsibilities required this position. Employees may be asked to perform other job-related duties as assigned.

Supervisory Responsibilities

- **Supervisory Responsibility:** Section of a department or group
- **Supervisory Activities:** Developing or training, Directing, Disciplining, Evaluating performance, Hiring, Investigating, Orienting or onboarding, Promoting, Scheduling, Approving time cards or time off requests
- **Budget Signing Authority:** Yes
- **Decision-making Authority:** Decisions impact a functional area or department.

Qualifications

Required

- **Education and Related Work Experience:** The following combinations meet the minimum requirements:
 - Two years of college/associate degree and 5 or more years of related work experience including two or more years in a supervisory capacity.
 - High school diploma/GED and 7 or more years of related work experience including two or more years in a supervisory capacity.
- **Licensure:** Valid Driver's License required to travel between job sites.
- Basic computer skills
- Knowledge and experience in various building trades including carpentry, electricity, HVAC, plumbing, and painting.

Preferred

- Purchasing and project planning experience preferred.
- **Certificates, Certifications, or Other Training:** CPR, Scaffolding, Energy Star, Osha 10, Osha 30, Lift, Crane Signals, Hilti, MSPMA, Door Hardware and Keying, HVAC-R

Knowledge & Skills

Knowledge

- **Basic:**
 - Education/Training: Principles and methods for curriculum and training design, teaching and instruction, and measuring training effects.
- **Intermediate:**

- Accounting: Accounting principles, practices, and the analysis and reporting of financial data.
- Health Services: Treating and preventing disease and improving and preserving physical and mental health and well-being.
- Human Resources: Recruitment, selection, compensation and benefits, labor relations, and HR information systems.
- **Advanced:**
 - Administrative: Administrative and office procedures, functions, and basic office tasks
 - Management: Business/management principles involved in strategic planning, resource allocation, leadership, and coordination of people and resources.
 - Computers/IT: Electronic equipment, and computer hardware and software, including applications, and programming.
 - Safety/Security: Equipment, policies, and procedures for the protection of people, data, property, and the organization.
 - Law/Government: Local, state, and national laws and government regulations including building and safety codes and KSD Board of Education policy.
- **Expert:**
 - Machines/Tools: Machines and tools, including their uses, repair, and maintenance.
 - Customer and Personal Service: principles and processes for providing customer and personal services.
 - Skilled Trades and Construction: Materials, methods, and the tools involved in the construction or repair of buildings or other structures.

Skills

- **Constantly (More than 5.6 hours or 69% of the day):** Reading Comprehension, Science, Speaking, Writing, Active Learning, Active Listening, Critical Thinking, Learning Strategies, Management of Material Resources, Coordination, Instructing, Service Orientation, Judgement/Decision-Making, Systems Analysis, Systems Evaluation, Equipment Selection, Installation, Operation and Control, Repairing, Troubleshooting
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Mathematics, Monitoring, Management of Financial Resources, Time Management, Negotiation, Persuasion, Social Perceptiveness, Complex Problem Solving, Equipment Maintenance, Quality Control Analysis, Technology Design
- **Occasionally (Up to 2.5 hours or 32% of the day):** Operation Monitoring, Operations Analysis, Programming

Working Conditions

Physical Demands

- **Constantly (more than 5.6 hours or 69% of the day):** Hearing, Walking, Carrying/Lifting, Finger Dexterity, Multi-limb Coordination, Pulling/Pushing, Reaching
- **Frequently (Between 2.6 hours and 5.5 hours or 33% to 68% of the day):** Balancing, Climbing
- **Occasionally (Up to 2.5 hours or 32% of the day):** Color Vision, Crawling, Crouching/Kneeling, Standing, Walking, Sitting, Repetitive Motion

Mental and Psychological Demands:

- *Medium demands:* The job requires some mental effort and involves moderate levels of stress (e.g., Occasional need to deal with difficult customers or manage emotions when interacting with others, sometimes work under tight deadlines, limited or no exposure to public criticism, occasionally requires extended periods of concentration on complex tasks).

Work Type/Physical Demands

- *Heavy work:* Heavy work: Exerting 50-100 pounds of force occasionally, and/or 25-50 pounds of force frequently, and/or 10-20 pounds of force constantly to move objects.

Working Environment

- *High risk and discomfort level:* The work environment involves high risks with exposure to potentially dangerous situations or hazardous environmental conditions that require special safety precautions, e.g., working at great heights, working in extreme temperatures, exposure to fumes or toxic substances, or risk of a possible physical attack. Employees may be required to wear specialized protective clothing or gear, such as breathing apparatus or a safety harness.

EEO Statement

Kirkwood School District is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, age, disability, or sex, including pregnancy, sexual orientation, and gender identity and other characteristics protected by law.

Last Updated: April 3, 2024