**Board Approved May 10, 2023**
**FLSA: EXEMPT**

# MANAGER, MAINTENANCE AND OPERATIONS

## DEFINITION

Under general administrative direction and oversight, schedules, assigns, and reviews the work of staff responsible for performing the full range of work for an assigned operation within Maintenance and Operations; plans, coordinates, monitors, and provides input for Maintenance and Operations projects and programs; provides technical assistance; performs a variety of technical tasks relative to Maintenance and Operations projects and programs.

## SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the assigned managerial personnel. Exercises direct and general supervision over assigned Maintenance and Operations staff.

## CLASS CHARACTERISTICS

This is a management classification that is responsible for managing the day-to-day functions and operations for assigned areas within the Maintenance and Operations department such as custodial, grounds, and maintenance. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned Maintenance and Operations staff either directly or through lead staff. Incumbents are accountable for department activities and managing and overseeing complex and varied functions of the department. Incumbents are responsible for accomplishing operational goals and objectives and for furthering College goals and objectives within general policy. Performance of the work requires the use of considerable independent judgment, initiative, and discretion within established guidelines.

## EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, organizes, assigns, supervises, and reviews the work and activities of assigned staff in Maintenance and Operations.
2. Participates in developing and implementing goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
3. Assists with the selection, training, motivation, and direction of department assigned personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline procedures; responds to staff questions and concerns.
4. Trains staff in work and safety procedures and the operation and use of equipment and supplies; implements procedures and standards.

5. Makes inspections of ongoing and completed assignments to ensure the quality of work, operating procedures, methods and practices, safety, and other established standards and requirements are satisfactorily met and maintained.
6. Monitors inventory; prepares, maintains, and reviews various records and reports related to Maintenance and Operations, including service and supply requests and timesheets as required.
7. Schedules, directs, and coordinates the implementation of objectives, procedures, and work standards for events; recommends service and staffing levels.
8. Reviews construction design plans for sustainability and feasibility; coordinates projects and schedules with feedback from staff.
9. Assists in the coordination and inspection of the work of outside contractors involved in repairs and facilities construction.
10. Prepares and maintains various records and reports related to work orders, projects, inventory, and assigned activities.
11. Exercises leadership to maintain the efficiency and continuity of the maintenance function in the absence of the incumbent's immediate manager.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
14. Oversees, leads, and provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Utilizes critical thinking, sound decision-making, and problem-solving skills with ethics, tact, confidence, and diplomacy.
16. Implements, enforces, supports, and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
17. Participates on and supports employee participation on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Performs other related duties as assigned consistent with the scope of the position.

## QUALIFICATIONS

### Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
4. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

5. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic, and ethnic groups.
6. Principles, practices, methods, equipment, materials, and basic tools used in maintenance and operations departments.
7. Safe operation and routine maintenance of heavy equipment and power tools used in area of responsibility.
8. Safe work practices, including safe driving rules and practices.
9. College purchasing and supply ordering policies and procedures.
10. Project planning, estimation, and scheduling.
11. Principles and practices of budget development, administration, and accountability.
12. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
13. Occupational hazards and safety equipment and practices related to the work.
14. Standard office practices and procedures, including the use of standard office equipment, basic record-keeping, and arithmetic.

**Skills & Abilities to:**

1. Oversee and address gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in recruitment and retention of faculty, management, and staff.
2. Implement, advocate for, and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
3. Develop and implement resources and strategies towards the goal of being diverse, equitable, inclusive, socially just, anti-racist, and accessible in academic and work environments.
4. Exercise critical thinking and sound decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with ethics, tact, confidence, and diplomacy.
5. Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
6. 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.
7. Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
8. Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
9. Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
10. Develop cost estimates for supplies, equipment, and projects.
11. Establish and maintain a variety of filing, record-keeping, and tracking systems.
12. Communicate effectively through various modalities.
13. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understands scope of authority in making independent decisions.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to a bachelor's degree from a regionally or nationally accredited college or university with major coursework in the field of business administration, public administration or other field related to the scope of responsibilities; and
2. Three (3) years of maintenance and operations experience in a related trade, such as grounds or custodial services, including supervisorial or lead experience.
   a. Years of experience in maintenance trades, grounds, or custodial may be substituted for the degree requirement on a year-for-year basis.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, and anti-racism, preferably in a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students; OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, and anti-racism, preferably a minority serving institution such as an institution that serves Hispanic (HSI), Asian American, and Native American Pacific Islander (AANAPISI) students.

**Licenses and Certifications:**

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

## PHYSICAL DEMANDS

Must possess mobility to work in various College buildings, facilities, and in the field, to operate a motor vehicle and drive on surface streets; strength, stamina, and mobility to perform medium to heavy physical work, operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves field work requiring frequent walking at site areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites; lift, move, and carry materials and equipment weighing up to 50 pounds and heavier weights with the use of proper equipment.

## ENVIRONMENTAL ELEMENTS

Incumbents work in the field and/or facilities and are occasionally 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. Incumbents may interact with staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.