

ASSISTANT DIRECTOR, MAINTENANCE AND OPERATIONS

DEFINITION

Under administrative direction, plans, organizes, manages and provides administrative direction and oversight for all functions related to the maintenance and operations of College facilities; manages the maintenance, repair, renewal, and cleaning of College buildings, athletics and service facilities, grounds, fleet, and warehouse. Coordinates and ensures appropriate management, staff, and consultant services, including but not limited to maintenance, grounds, custodial, transportation, and warehouse staff, and maintenance contractors, and assists in managing the facilities work order center and customer service team. Provides highly responsible and complex professional assistance to the Director, Maintenance and Operations and the Executive Director, Facilities Planning and Management in areas of expertise; supervises and evaluates the performance of assigned consultants and personnel. This position is overtime exempt.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director, Maintenance and Operations, and Executive Director, Facilities Planning and Management. Exercises general and direct supervision over professional, technical, and administrative support staff through subordinate levels of management and supervision.

CLASS CHARACTERISTICS

This is an Assistant Director classification in the Facilities Planning and Management Department that manages all facilities maintenance and operations activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Executive Director, Facilities Planning and Management in a variety of areas. Assists in short- and long- term planning and development and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other departments. This class is distinguished from the Director, Maintenance and Operations in that the latter has overall responsibility for all functions of the Facilities Maintenance and Operations unit, and responsibility for implementing public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities related to the maintenance and operations of College physical resources, including maintenance and operation of buildings, facilities, grounds, and equipment; manages building and exterior cleaning, grounds and urban forest maintenance, fleet management, student transportation, and warehouse shipping, receiving, and storage.
2. Assists in managing and participating in the development and implementation of goals, objectives, policies, and priorities for the College day-to-day maintenance activities, short- and long term maintenance programs; assists in the overall management and implementation of the Colleges short- and long-range maintenance plans.
3. Monitors and evaluates the performance of ongoing maintenance programs, facilities renewal projects, and short- and long term maintenance service agreements; establishes appropriate service levels and maintenance program requirements; identifies opportunities for improvement and makes recommendations to the Director, Maintenance and Operations; develops and standardizes procedures and methods to improve the quality, efficiency, and productivity of maintenance activities; implements appropriate additions, changes, updates and revisions to service levels and maintenance program outcomes.

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4. Participates in the selection, training, motivation, and evaluation of assigned personnel, works with employees on performance issues; recommends discipline to the Director, Maintenance and Operations, and Executive Director, Facilities Planning and Management.
5. Collaboratively manages and directs the day-to-day activities of maintenance, grounds, custodial, transportation, and warehouse staff, and maintenance service contractors, to ensure alignment with maintenance program goals and established service levels, oversees maintenance of varied and complex equipment necessary to maintain continuity of service for College buildings, facilities and infrastructure; ensures appropriate staff training for ongoing maintenance and service activities.
6. Reviews, and assesses design and construction documents and work product to ensure compliance with established standards; prepares reports and makes recommendations related to quality, and performance of materials and interior finishes installed in new and modernized facilities.
7. Oversees the College's comprehensive building and exterior cleaning program, grounds and urban forest maintenance activities; prepares reports specifying staff, consultant, equipment, and contractor resource requirements necessary to maximize efficiency and operational quality, end-user functionality, continuity of service, and to manage the life-cycle cost of materials and equipment in existing and new facilities.
8. Manages the Colleges facility renewal programs; prepares project and program scope and project requirements; recommends solutions to maximize quality and value; arranges for necessary staff, consultant, and contractor support to meet program goals.
9. Coordinates the preparation of public works bid packages related to short- and long-term maintenance service contracts, and facilities renewal projects; Monitors, evaluates, analyzes, and updates material, equipment, and technical specifications, and submits facilities renewal projects as complete and ready for public bidding; administers consultant and construction contracts, and ensures correct project close-out, and warranty administration.
10. Manages student transportation and fleet management operations, and the college warehouse; develops and implements policies and procedures to ensure timely and responsive service for internal and external customers; monitors compliance with related safety and other agency laws and requirements.
11. Collaboratively manages the computerized maintenance management system; develops and prepares reports related to the efficiency and effectiveness of maintenance and operations activities; recommends policies and procedures to ensure continuity of service, clean, healthy and energy and efficient facilities.
12. Coordinates the final acceptance of construction projects and ensures that proper close-out documentation is in place; cooperatively manages the transition of projects from construction to occupancy, and maintains responsibility for warranty items in conjunction with the Director, Maintenance and Operations, and Deputy Director, Facilities Planning and Management; cooperatively evaluates requests for corrective or additional work after occupancy and recommends effective and efficient solutions to post- occupancy requirements.
13. Oversees the preparation, maintenance, and implementation of staff safety programs, and skills training efforts; provides leadership in college-wide student, faculty, staff and public safety efforts.
14. Oversees the timely and accurate maintenance of files; manages file closure and efficient transition of project files to archives; assists in the maintenance and operation of the Facilities Planning and Management Document Resources Center.
15. Participates in the preparations of a variety of analytical and operational studies regarding departmental and programmatic activities; prepares comprehensive technical records and reports, identifies alternatives, and makes and justifies recommendations.
16. Attends and participates in professional group meetings and various College committees and advisory groups; stays abreast of new trends and innovations in the field of facilities planning and management and other programs and services as they relate to the area of assignment.
17. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director, Maintenance and Operations, and Executive Director, Facilities Planning and Management.
18. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral

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presentations related to assigned areas if needed.

19. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
2. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
3. Policies, procedures, techniques, safety requirements related to the safe and efficient maintenance and operations of educational buildings, and facilities.
4. Policies, procedures, techniques, and safety requirements related to the safe and efficient cleaning of buildings and exterior spaces, grounds and urban forest care and maintenance, fleet and student transportation management, and warehouse shipping, receiving and storage activities.
5. Principles and practices of maintenance program management, project management, and educational facilities maintenance, and renewal project development, delivery, and close-out.
6. Proper methods, techniques, materials, tools and equipment used in building maintenance and operation, including current fire and life safety systems, and computerized maintenance management systems.
7. Methods and techniques of project and operational quality assurance and control, budget management and cost control, preventative, predictive, and cleaning program management.
8. Construction project close-out, preparation for occupancy and transition to user operations.
9. Policies and procedures related to public works budgeting, procurement and contract administration.
10. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
11. Methods and techniques for the development of presentations, contract administration, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
12. Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
13. Modern office practices, methods, and computer equipment and applications related to the work.
14. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
15. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
2. Provide administrative and professional leadership and direction for assigned operations and activities.
3. Participate in the management and implementation of short- and long-range maintenance programs.
4. Prepare complete and accurate maintenance contract, supply, and equipment purchase specifications suitable for public works bidding.
5. Evaluate and operate computerized maintenance management systems.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

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Deleted: <#>Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College policies. Attends College mandated DHR training and participates in DHR investigations as directed. Prevents discrimination and harassment and retaliation against individuals who bring these complaints forward through recognizing and reporting possible incidents to the Director of Equal Employment Opportunity Programs in Human Resources.¶

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7. Plan, organize, control and direct College-wide maintenance and operations of buildings, facilities, grounds, and equipment.
8. Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
9. Select, motivate, and evaluate the work of assigned staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Analyze problems, identify alternative solutions, project consequences or proposed actions, and implement recommendations in support of goals.
12. Effectively administer building and infrastructure maintenance, repair, and renewal projects with contractual agreements and ensure compliance with stipulations; effectively interface with public utility systems, and administrative activities.
13. Effectively represent the College and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.
14. Conduct effective analysis and evaluation of construction documents and represent the interests of building and infrastructure users and operators to design and construction consultants.
15. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
16. Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
17. Establish and maintain a variety of filing, record-keeping, and tracking systems.
18. 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.
19. Operate modern office equipment including computer equipment and specialized software applications programs.
20. Use English effectively to communicate in person, over the telephone, and in writing.
21. Understand scope of authority in making independent decisions.
22. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
23. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
24. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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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 graduation from a regionally accredited four-year college or university with major coursework in architecture, engineering, construction management, business or public administration, or a related field and five (5) years of increasingly responsible management or three (3) years professional experience in architecture, engineering, construction management, facilities planning and management, and two (2) years experience managing maintenance and operations activities for a large public institution.

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Licenses and Certifications:

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

PHYSICAL DEMANDS

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Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various College and meeting sites;

vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking 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. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

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ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Deleted: Employees Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.