

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 District~~ facilities; manages the maintenance, repair, renewal, and cleaning of ~~College District~~ buildings, athletics and service facilities, utility and civil infrastructure, and equipment, including high and low voltage electrical systems, water transportation and storage infrastructure for domestic, irrigation and fire suppression needs, sanitary sewer and drainage infrastructure, central chilled and industrial hot water systems, natural gas distribution, public and emergency vehicle roads and parking infrastructure, accessible pedestrian pathways, landscape and outdoor gathering spaces. Coordinates and ensures appropriate management, staff, and consultant services, including but not limited to maintenance, grounds, custodial, transportation, and warehouse staff, architects, engineers, and contractors, and directs the facilities work order center and customer service team. Provides highly responsible and complex professional assistance to 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 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 a management level 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 Executive Director, Facilities Planning and Management in that the latter has overall responsibility for all functions of the Facilities Planning and Management Department, and for developing, implementing, and interpreting 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 District~~ physical resources, including reactive, responsive, preventative, predictive, and scheduled maintenance of buildings, facilities, grounds, equipment, and comprehensive infrastructure; oversees building and exterior cleaning, fleet management, student transportation, warehouse shipping, receiving, and storage.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the ~~College District~~ day-to-day, short- and long term maintenance programs; assists in the overall management and implementation of the ~~Colleges Districts~~ long-range development plans, facilities master plan, and utility and comprehensive infrastructure improvement plans.
3. Monitors and evaluates the quality, cost, and schedule of facilities renewal and maintenance related projects, and short- and long term maintenance service agreements; identifies opportunities for improvement and makes recommendations to the Executive Director, Facilities Planning and Management; develops and standardizes procedures and methods to improve the quality and life-cycle cost of college building, facilities and infrastructure; implements appropriate additions, changes, updates and revisions.
4. Participates in the selection, training, motivation, and evaluation of assigned personnel, works with employees on performance issues; recommends discipline to the Executive Director, Facilities Planning and Management.
5. Monitors and directs the day-to-day activities of maintenance, grounds, custodial, transportation, and warehouse staff, contractors, and consultants to ensure alignment with maintenance program goals and constraints, oversees operation of varied and complex equipment necessary to maintain continuity of service

- for ~~College District~~ buildings, facilities and comprehensive infrastructure; monitors the life-cycle cost of critical building and infrastructure systems, and conducts periodic review and analysis of system performance to ensure compliance with established goals and requirements; ensures appropriate staff training for newly implemented systems and equipment.
6. Reviews, and assesses design and construction documents and work product to ensure compliance with operational requirements; prepares reports and makes recommendations related to quality, and life-cycle cost of materials and building, utility, and energy systems proposed for new and modernized facilities construction; oversees the comparative review of critical systems and equipment.
 7. Oversees the preparation of the ~~Colleges Districts comprehensive~~ Colleges comprehensive preventative and predictive maintenance program; 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 systems and equipment in existing and new facilities.
 8. Oversees the ~~Colleges Districts~~ scheduled maintenance and facility renewal programs; prepares project and program scope, budget, and schedule documents; recommends solutions to maximize quality and value; arranges for necessary staff, consultant, and contractor support to meet program goals.
 9. Manages the preparation of public works bid packages related to short- and long term maintenance service contracts, scheduled maintenance, and facilities renewal projects; Monitors, evaluates, analyzes, and updates general, special, and technical specifications, and contractor safety programs, and submits projects as complete and ready for public bidding; administers consultant and construction contracts, and ensures correct project close-out, and warranty administration.
 10. Oversees the facilities work order and customer service center, door security and access control system, 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. 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 water 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 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 ~~District-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 Executive Director, Facilities Planning and Management.
 18. ~~Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.~~ Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas if needed.
 - ~~18.1.~~
 19. ~~Provides a working and learning environment that is free from prohibited discrimination, harassment and retaliation (DHR), and provided by applicable law and College District policies. Attends College District 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.~~

20.19. 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, facilities and infrastructure, 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.
- ~~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 ~~6.4.~~ facilities and infrastructure maintenance and renewal project development, delivery, and close-out.
- ~~7.5.~~ Proper methods, techniques, materials, tools and equipment used in building and infrastructure maintenance and operation, including current fire and life safety systems, computerized access control software and systems, and computerized maintenance management systems.
- ~~8.6.~~ Methods and techniques of project and operational quality assurance and control, budget management and cost control, preventative, predictive, and scheduled maintenance, program management.
- ~~9.7.~~ Construction project close-out, preparation for occupancy and transition to user operations.
- ~~10.8.~~ Policies and procedures related to public works budgeting, procurement and contract administration.
- ~~11.9.~~ Applicable ~~f~~Federal, ~~S~~state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- ~~12.10.~~ Methods and techniques for the development of presentations, contract administration, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- ~~13.11.~~ Principles and procedures of record keeping, technical report writing, and preparation of correspondence and presentations.
- ~~14.12.~~ Modern office practices, methods, and computer equipment and applications related to the work.
- ~~15.~~ English usage, grammar, spelling, vocabulary, and punctuation.
- ~~16.13.~~ Techniques for effectively representing the District College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- ~~17.14.~~ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College District 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 long-range development plans, facilities master plans, comprehensive infrastructure improvement plans.
4. Prepare complete and accurate maintenance contract and construction plans and specifications suitable for public works bidding and construction.
5. Evaluate and operate computerized maintenance management, electrical, mechanical, plumbing, ~~and~~ building envelope systems, energy and water efficiency management, and access control systems.
6. Interpret, apply, explain, and ensure compliance with ~~f~~Federal, ~~S~~state, and local policies, procedures, laws, and regulations.
7. Plan, organize, control and direct College District-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 agreements and ensure compliance with stipulations; effectively interface with public utility systems, and administrative activities.
13. Effectively represent the District 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. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
23. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
- 22.
- 23,24. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

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 ~~seven—six~~ (76) years of increasingly responsible management or professional experience in architecture, engineering, construction management, facilities planning and management, and three (3) years experience managing maintenance and operations activities for a large public institution.

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 a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District 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. Employees Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

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. Employees Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and

~~no direct exposure to hazardous physical substances. Employees Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.~~