



**Orange County Department of Education**  
**Human Resources Department**  
**Classified Class Specification**

**Class Code: 5076**  
**Date Adopted: 7/1/2024**

**FLSA Status: Nonexempt**  
**Union Representation: Represented**

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## **Facilities Operations Technician**

### **GENERAL PURPOSE**

Under general supervision, performs difficult, responsible technical and administrative duties in receiving, scheduling, and coordinating completion of facilities and equipment repair work requests; manages work order system and room reservation, purchase order creation and requisition; coordinates and oversees OCDE's general office supplies store; processes invoices for facilities repairs and other operational costs for payment; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Facilities Operations Technicians are responsible for receiving and scheduling work in connection with facilities repair requests and coordinating and scheduling all requests for repair of office equipment, including faxes, copiers, printers, and typewriters. Work requires familiarity with facilities maintenance and repair functions, requirements, and terminology, and the ability to exercise initiative and sound judgment to ensure repair priorities are met. Duties are performed with a significant degree of independence within established rules, policies, and procedures.

Facilities Operations Technician is distinguished from other administrative classes by the incumbent's specialization in coordinating and scheduling facilities and equipment repair work requests and related activities.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*This position description is intended to describe the general nature and level of work being performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

1. Receive, review, and assess priorities in accordance with established policies and procedures; assign facility repair work requests to appropriate facilities operations staff and outside contractors and vendors; follow up with requesting parties to clarify nature and scope of problems; review complex or ambiguous work requests with the section manager and take appropriate action; and monitor and track completion of work requests to meet OCDE service standards.
2. Receive and coordinate the resolution of repair requests for office equipment, including faxes, copiers, printers, and typewriters; evaluate requests and the problems involved; select appropriate vendors from approved lists and arrange for completion of repairs; and monitor, track, and follow up with contractors or vendors to ensure timely completion of work.
3. Manage OCDE's general office supplies store, providing paper and general office supplies, copier supplies, and printer cartridges for all divisions and departments; maintain and replenish inventories of supplies; receive and fulfill orders from all OCDE locations; initiate expenditure transfers; request

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payments from funding sources in accordance with the contract terms; and interact with managers and staff to provide information and answer questions regarding operations of office equipment and required materials and supplies.

4. Review and process invoices for facilities and equipment repairs for payment; verify invoices against records of work performed and requisitions/purchase orders submitted; check accuracy of calculations; and follow up with vendors to resolve invoicing errors; and respond to vendor calls regarding pending payments.
5. Prepare and maintain a variety of records and reports; process and submit department payroll and timekeeping documents.
6. Track program budgets and maintain records on project expenditures; identify and report discrepancies; reconcile accounts to ensure full payments are received, and deposit payments; reconcile purchase orders and invoices; and provide budget reports to appropriate staff ensuring they have timely, accurate information.
7. Meet with managers to review budget/account status and prepare budget adjustment requests when warranted; keeps administrators and program staff apprised of budget issues; prepare detailed budget reports; and troubleshoot discrepancies and coordinate resolution with fiscal services, purchasing, and the Administrative Services Division.
8. Receive and respond to telephone calls and e-mail correspondence; greet and direct visitors; handle inquiries and complaints, and/or provide detailed, technical information regarding facilities and operations and refer questions or complaints to appropriate staff member; and/or take or recommend action to resolve the request.

#### **OTHER DUTIES**

1. Perform a variety of administrative functions in support department functions.
2. Assist in making conference center room reservations.
3. Perform special projects as assigned.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. General requirements for maintaining buildings and facilities in good repair and general methods, equipment, materials, and terminology used in general facility maintenance and repair work.
2. Uses, operations, and requirements for the maintenance and repair of a variety of office equipment, including faxes, copiers, printers, and typewriters.
3. OCDE administrative policies, procedures, and approval processes applicable to budget, fiscal and purchasing, contracts, maintenance of public records, and other administrative processes.
4. Operations of computers and standard business software, including word processing, spreadsheet, database, and other software to maintain records and monitor and track work requests.
5. Office administrative and recordkeeping practices and procedures.
6. Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation.

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7. Principles and practices of customer service and telephone etiquette.

**Ability and Skill to:**

1. Plan, schedule, and coordinate the completion of facilities and equipment repair requests within standards for time and cost.
2. Operate computers and appropriate software to schedule and monitor the completion of work requests and to generate applicable analyses and reports.
3. Coordinate work requests and arrangements with other divisions, departments, and outside contractors and vendors.
4. Review the accuracy and completeness of invoices and other documents accurately and quickly.
5. Understand and follow oral and written instructions.
6. Prepare clear and concise records, reports, and other written materials.
7. Exercise sound judgment and initiative and work independently without close supervision.
8. Establish and maintain effective working relationships with those encountered in the course of work.
9. Must demonstrate attendance sufficient to complete the duties of the position as required.

**Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills, and abilities outlined above is graduation from high school or a high school equivalency test and four (4) years of operations experience that provides familiarity with facilities and equipment repair functions and processes; or an equivalent combination of training and experience.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class.

**Physical Demands**

Employees must be able to perform the essential functions of the position with or without accommodation. Employees in this classification perform deskwork for extended periods; read written and electronic materials; communicate clearly with those contacted through the course of work (typically in person, on the phone, and via email); and access and operate all required equipment for job duties. The position may include occasional need to traverse uneven surfaces. May move items weighing up to 25 pounds.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve administrative problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform detailed work; work on multiple, concurrent tasks often with frequent interruptions; work under deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

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## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. In performing these duties, the employee regularly works under typical office conditions and the noise level is generally quiet.