



---

## FACILITIES, MAINTENANCE, AND OPERATIONS SUPERVISOR

### GENERAL PURPOSE

Under direction, organizes, plans, schedules, supervises, and inspects facilities, maintenance, support, and operations services; oversees day-to-day operations of the Orange County Department of Education's (OCDE) conference center and associated activities; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

Facilities, Maintenance, and Operations Supervisor is responsible for supervising and overseeing a variety of maintenance and repair activities performed by staff and outside contractors at OCDE facilities. The incumbent oversees the operations of OCDE's mail room, courier services, and conference center, including operations of the automated room reservation system. The incumbent plans and organizes facilities and operational support services to ensure effective and efficient support for OCDE staff in meeting business and instructional objectives. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures, and guidelines.

### 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. Interview, select, organize, supervise, and evaluate the performance and work of assigned staff; with staff, develop, establish, implement, and monitor work plans to achieve assigned goals and objectives; provide coaching for performance growth and improvement; subject to management concurrence, takes disciplinary action, up to and including termination.
2. Participate in developing, implementing, and evaluating work programs, plans, processes, systems, and procedures to achieve department/program and OCDE goals, objectives, and performance measures consistent with OCDE's quality and service expectations.
3. Assist in the establishment of deferred maintenance and preventative priorities, projects, and timelines; protect OCDE properties against vermin and vandalism; and prepare bid specifications and cost estimates.
4. Act as back up for various building systems computer software and hardware including security camera systems, energy management systems, building access systems, alarm systems, and digital monitors.
5. Participate in the inspection of facilities, utilities, vehicles, and equipment to determine maintenance and repair needs; and perform maintenance and repair work on facilities, buildings, offices, and school sites including electrical and plumbic repairs.

6. Provide technical assistance to staff; instruct and provide for the training of staff in work methods, use of tools and equipment, and relevant safety precautions; inspect and evaluate the work being performed; identify problem areas; and direct remedial action.
7. Review and prioritize maintenance and operational support work orders; meet with staff to review work requirements and assign work orders; track the completion of work orders; and coordinate activities and projects with administrators and other maintenance personnel.
8. Supervise and oversee custodial services performed by outside contractors; manage and monitor security activities performed by contract staff; and review incident reports and coordinate the investigation and resolution of identified security and safety situations with Risk Management.
9. Oversee and monitor the work of staff engaged in providing varied facilities and equipment maintenance and repair services; integrate work performed by staff with larger or more specialized maintenance and repair jobs performed by contractors in accordance with OCDE standards for appearance, quality, and cost-effectiveness.
10. Plan, organize, supervise, and participate in OCDE Mail and OCDE Courier operations and the delivery of mail, packages, and print production orders to OCDE locations; supervise and participate in sorting, preparing, processing, metering, picking up, delivering, and distributing U.S. mail, interdepartmental mail, and overnight mail and packages to all OCDE locations; and confer with OCDE administrators and staff to plan, schedule, and coordinate high volume, time sensitive, and confidential mailings to ensure security and cost-effectiveness.
11. Oversee OCDE's conference center; supervise operations of the automated room reservation system; meet with staff and customers to resolve room conflicts and other problems and issues; and manage and oversee setup/breakdown of rooms to meet customer requirements for size and type of event, including room and seating arrangements and audio-visual equipment needs.
12. Monitor and inspect all OCDE facilities to ensure OCDE standards of appearance, cleanliness, and safety are enforced; ensure OCDE's safety program and goals are implemented and carried out in the section; and enforce compliance with all applicable environmental health laws, regulations, and guidelines.
13. Communicate with vendors to research, test, and evaluate products, equipment, and techniques; and select and purchase supplies, equipment, and other operations materials; and maintain and control an adequate inventory of materials and equipment.
14. Act as OCDE fleet vehicle coordinator; oversee reservations, use, maintenance, and repairs of vehicles.
15. Prepare and maintain a variety of records and reports, including accident reports, maintenance and repair requests, inventories, cost estimates, OCDE Surplus Property Reports and hazardous materials reports.
16. Participate in Williams Facilities Inspections of OCDE school sites, local districts schools, and charter schools.

---

## **QUALIFICATIONS**

### **Knowledge of:**

1. Methods and practices used in the maintenance, repair and operations of business and commercial buildings and properties, including large scale meeting room spaces.
2. Methods, practices, procedures, and terminology applicable to functional areas of responsibility, including maintenance operations and custodial and security services.
3. Operations and care of mail equipment similar to that used by OCDE.
4. U.S. Postal Service standards and requirements for sorting mailing letters, parcels, and other materials.
5. Security methods, practices, and procedures applicable to mail services operations and; operations and care of mail equipment.
6. Principles and practices of sound business communication.
7. Materials, tools, and methods used in the maintenance and repair work.
8. Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
9. Research methods and data analysis techniques.
10. Principles and practices of public administration for budgeting, purchasing, and maintenance of public records.
11. Principles and practices of effective supervision.
12. OCDE human resources policies, procedures, and labor contract provisions.

### **Ability and Skill to:**

1. Prioritize, organize, and supervise a facilities, maintenance, and operational support program.
2. Plan, assign, manage, and coordinate assigned elements of a facilities, maintenance, and operational support program, including mail services and warehouse operations.
3. Define issues, analyze problems, evaluate alternatives, and develop sound, independent conclusions and recommendations.
4. Interpret, explain, and apply OCDE policies, state, federal laws, and regulations applicable to assigned areas of responsibility.
5. Organize, set priorities, and exercise sound independent judgment within areas of responsibility.
6. Communicate clearly and effectively, both orally and in writing.
7. Prepare clear, concise, and comprehensive correspondence, reports and other written materials.
8. Deal with sensitive and difficult situations.
9. Establish and maintain effective working relationships OCDE management, staff, contractors, vendors, suppliers, and others encountered in the course of work.
10. 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 a bachelor's degree in operations management, business administration, or a closely related field; and three (3) years of experience in facilities, maintenance, repair, and operations, including experience in functional areas like those assigned in OCDE; or an equivalent combination of training and experience.

### **Licenses; Certificates; Special Requirements:**

A valid California Class C driver's license and the ability to maintain insurability under OCDE's vehicle insurance policy.

## **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 frequently walk, stand, and lift, carry, push, and pull heavy objects. They 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 includes the need to traverse uneven surfaces; and to lift and or move up to 50 pounds and lift up to 100 pounds with assistance. This position may perform deskwork for extended periods.

Must pass a pre-employment physical examination related to job duties/assignments and in accordance with relevant codes and regulations.

### **Mental Demands**

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

## **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 the essential functions. The employee occasionally works in outside weather conditions, near moving mechanical parts, and is exposed to wet and/or humid conditions. The employee may occasionally be exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is occasionally loud.