



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

**Class Code: 5076  
Date Adopted: July 1, 2008  
Date Revised: May 4, 2016**

**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; 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. The incumbent is also responsible for managing OCDE's general office supplies store. The incumbent maintains vendor lists and processes all invoices received for facility repair performed by outside contractors and for other facilities operations support requirements. 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**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.*

1. Receives, reviews, and assesses priorities in accordance with established policies and procedures, and assigns facilities repair work requests to appropriate Facilities Operations staff and outside contractors and vendors; follows up with requesting parties to clarify nature and scope of problems; reviews complex or ambiguous work requests with the section manager and takes appropriate follow up action; monitors and tracks completion of work requests to meet OCDE service standards.
2. Receives and coordinates the resolution of repair requests for office equipment, including faxes, copiers, printers, and typewriters; evaluates requests and the problems involved; selects appropriate vendors from approved lists and arranges for completion of repairs; monitors, tracks, and follows up with contractors or vendors to ensure timely completion.
3. Manages OCDE's general office supplies store, providing paper and general office supplies, copier supplies and printer cartridges for all divisions and departments; maintains and replenishes inventories of supplies; receives and fulfills orders from all OCDE locations; interacts with managers and staff to provide information and answer questions regarding operations of office equipment and required materials and supplies.

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## **ESSENTIAL DUTIES AND RESPONSIBILITIES (cont.)**

4. Reviews and processes invoices for facilities and equipment repairs for payment; verifies invoices against records of work performed and requisitions/purchase orders submitted; checks accuracy of calculations; follows up with vendors to resolve invoicing errors; responds to vendor calls regarding pending payments.
5. Prepares and maintains a variety of records and reports.

## **OTHER DUTIES**

1. Performs a variety of administrative functions in support department functions.
2. Assists in making conference center room reservations.
3. Performs 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 facilities 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.
7. Principles and practices of customer service and telephone etiquette.

### **Ability 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.

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### **Education, Training, and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or high school equivalency test, and four years of increasingly responsible administrative, facilities, warehouse or operations experience which 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this job, employees are regularly required to sit, walk, and stand; talk or hear, both in person and by telephone; use hands repetitively to finger, handle, feel, or operate computers and standard office equipment; reach with hands and arms from the waist to at or above shoulder level; bend, stoop, push, pull, grasp, squat, kneel, and twist to open file cabinet drawers, and lift up to 25 pounds from ground, waist, and chest level. Travel over uneven terrain that may include gravel or dirt, carry materials on stairs; some locations may have stairs and will not have elevators.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this job, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve non-routine and difficult work scheduling problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines with frequent interruptions; and interact with management, administrators, staff, contractors, vendors, and others 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.

In performing these duties, the employee regularly works under typical office conditions and the noise level is generally quiet.