



*Service Beyond Expectation*

## **OPERATIONS SUPERVISOR (Facilities)**

Job Status: Exempt  
Date Adopted: 01-2015  
Date Modified: 03-16-2023

Safety Sensitive Position

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

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### **DEFINITION**

Under general direction, assigns, reviews, participates, organizes, and supervises assigned personnel engaged in the construction, modification, maintenance and repair of District buildings and facilities, including maintenance tasks related to landscape, plumbing, painting, lighting, custodial duties and general maintenance of District buildings and structures; and performs a variety of tasks relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

This is the first-line supervisor-level classification in the Facilities Maintenance Division for the Engineering and Operations Department. The Operations Supervisor (Facilities) provides direction to the Facilities Maintenance Division by organizing and assigning duties, evaluating results, develop and assist in division budget, conducting performance appraisals, and recommending personnel actions such as hiring, promotinos, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit.

### **SUPERVISION RECEIVED AND EXERCISED**

Receive direction from the Operations Manager (Fleet, Facilities, & Procurement).

Direct supervision is provided to the Facilities Maintenance Department.

### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Plans, organizes, controls, integrates, and evaluates the activities and operations related to the construction, maintenance and repair of office buildings and the various features such as HVAC, plumbing, electrical, painting, and landscape.
2. Coordinates the organization, staffing, and operation activities for assigned maintenance and operations programs; directs, coordinates and reviews the work plan for assigned maintenance and operations services and activities; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

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3. Participates in the development and implementation of goals, objectives, and priorities; recommends and participates in the implementation of resulting policies and procedures; monitors work activities to ensure compliance with established policies and procedures.
4. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
5. Interrelates effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality; selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
6. Assists in the development and administration of assigned program budget; forecasts funds needed for staffing, equipment, materials, and supplies.
7. Directs and participates in the design, construction, integration, modification and maintenance of landscape, HVAC, plumbing, and electrical systems related to office and warehouse buildings.
8. Supervises and participates in the investigation, troubleshooting, repair and maintenance of buildings and equipment.
9. Plans, directs, oversees, and may inspect and participate with subordinate division staff and contractors in the development of systems and equipment used in building automation and upgrading of District facilities; represents the District and acts as a liaison between the District and outside professional consultants about the planning, construction, and implementation of District building-related systems.
10. Organizes, schedules, supervises, and may also perform a variety of professional/technical equipment installation; monitors the start-up of new installations reporting findings to the department manager.
11. Assists in administering the District safety program as related to maintenance operations supervised; works with Safety Committee to develop programs, procedures and training to maintain effective and compliant safety procedures; participates in the training of assigned staff.
12. Maintains, reviews, and records a variety of reports, including daily activity reports, work orders, work requests, monthly statistical reports, and other reports and records as required. Reviews vendor/contractor invoices and proposals and recommends payment upon receipt of material/completion of work.
13. Provides staff assistance to the Construction and Maintenance Manager; conducts a variety of studies and investigations; develops and recommends modifications to assigned maintenance and operations programs, policies, and procedures as appropriate.
14. Coordinates assigned activities with those of other divisions and outside agencies and organizations; resolves sensitive and controversial issues.
15. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of maintenance; directs and participates in the incorporation of new developments into program areas, as appropriate.

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16. May perform any and all functions of the Facility Maintenance Specialist and Facility Maintenance Worker.
17. Responds to and resolves citizen inquiries and complaints.
18. Reads, understands, and ensures compliance with the CVWD's Safety Manual; attends safety meetings, as required; reports all accidents, violations, or infractions to supervisor.
19. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
20. Regular attendance at the work site.

### **Marginal Functions:**

1. Responds to after-hour emergencies, as necessary.
2. Performs related duties and responsibilities as required.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

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

Methods and techniques of skilled and semi-skilled maintenance used in carpentry, plumbing, electrical work, custodial work and heating and air conditioning repair.

Equipment and tools used in the area of work assigned.

Occupational hazards and safe work practices.

Standard maintenance service contracts and invoicing procedures.

Proper cleaning methods and the safe usage of cleaning materials, disinfectants, janitorial tools and equipment.

Use and minor maintenance of hand and power tools and equipment used in custodial work.

Safety practices and equipment related to the work;

Proper mixing and dilution of cleansers, disinfectants and stripping agents;

Safe work methods and safety regulations pertaining to the work.

### ***Skill in:***

The use of hand and power tools.

Driving a District vehicle in a safe manner.

### ***Ability to:***

Perform building and equipment maintenance troubleshooting and repair work.

Work independently in the absence of direct supervision.

Perform a variety of manual tasks for an extended period of time.

Assist in forecasting equipment replacements needed.

Read building plans and blueprints, electrical schematics, and piping system diagrams.

Help oversee the work of contracted service providers.

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Understand and carry out oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.

### REQUIRED QUALIFICATIONS

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

<b>Job Title</b>	<b>Operations Supervisor (Facilities)</b>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Five (5) years of progressive responsibility and experience in carpentry, plumbing, electrical, custodial, and heating and air conditioning work.</li></ul>
<b>Education/Training</b>	<ul style="list-style-type: none"><li>• Equivalent to a High School Diploma.</li></ul>
<b>Required License/Certification</b>	<ul style="list-style-type: none"><li>• Possession of a valid ESCO Institute EPA Refrigerant III certification.</li><li>• Possession of, or ability to obtain within one (1) year of appointment, the IFMA Facility Management Professional (FMP) Credential.</li></ul>
<b>Desirable Degree/License/Certification</b>	<ul style="list-style-type: none"><li>• IFMA Certified Facility Manager (CFM)</li></ul>
<b>DMV Class</b>	<ul style="list-style-type: none"><li>• Possession of a valid California Class C driver's license and a satisfactory driving record.</li></ul>

### PHYSICAL DEMANDS AND WORKING ENVIRONMENT

*The physical demands and working environment 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 job functions.*

#### 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 and is exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, and risk of electric shock. The noise level is usually moderately quiet.

#### Physical:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee must frequently walk, sit, climb, balance, stoop, kneel, crouch, or crawl.

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The employee must frequently lift and/or move up to 50 pounds and occasionally lift and/or move over 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

### **Mental:**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use simple arithmetic reasoning; observe and interpret situations; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with District staff and other organizations.

### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

### **Hearing:**

Hear in normal audio range with or without correction.