

FACILITIES SERVICES – MAINTENANCE, OPERATIONS AND UTILITIES SUPERVISOR

Job Classification
Adopted: July 23, 2006
Revised: July 1, 2009

JOB FAMILY CONCEPT

This family consists of six levels of facilities services supervisor work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Administrative Management job family by having a primary responsibility of supervising maintenance, operations and utilities facilities trade functions that generally are performed within a campus facilities services unit. It is distinguished from the Campus Services job family by a primary responsibility of supervising facilities services skilled trade functions and employees performing these functions rather than campus service functions. Positions in this family direct, manage, supervise and coordinate facilities services activities and operations including the following:

- Staff and operations supervision
- Strategic and long range planning and implementation
- Analysis and interpretation of rules and regulations
- Creating and managing budgets

Positions in this family manage work units responsible for facilities services and trade activities. This family provides unit management, technical expertise and guidance in several areas including:

- ☒ Utilities
- ☒ Carpentry/Painting
- ☒ Electrical
- ☒ HVAC
- ☒ Plumbing/Sprinkler/Fire Systems
- ☒ Building/Housing
- ☒ Asbestos
- ☒ Custodial Services
- ☒ Grounds/Landscaping
- ☒ Labor
- ☒ Vehicle and Equipment Repair
- ☒ Warehouse Activities
- ☒ Transportation

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Direct/manage/supervise staff
- Guide and manage staff in facilities services related matters
- Provide in depth analysis and interpretation of information that is gathered/received

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- Authorized to commit the organization to expenditures
- Develop and implement rules, regulations, processes, policies, and procedures
- Accountable for assets, equipment and human resources
- Ensure safe work practices are followed
- Ensure compliance with applicable rules, regulations, contracts, processes, policies, procedures, codes and licenses
- Develop and manage budgets and reports
- Create and implement long range and strategic plans
- Evaluate current projects and determine future project needs
- Manage project activities
- Prepare emergency action and contingency plans
- Required to be available for emergency call back and respond to incidents after hours

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity, accountability and degree of independence increases. Higher levels of accountability may include responsibility for equipment, buildings, large staff, and critical systems. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1
PCLS: 04201

Grade 76
Non-Exempt

Descriptors

Work is performed under general supervision. Lead** and coordinate a single facilities services trade function within a unit. Inspect facilities for work completed by custodial contractors. Ensure compliance with applicable rules, regulations, processes, policies, and procedures. Perform training and evaluate performance of contractors. Typically leads** employees through contract supervisors.

Knowledge, Skills, and Abilities

Knowledge of custodial work, techniques, equipment and practices. Industry knowledge of trade including: custodial operations, construction, maintenance, or security. Working knowledge of OSHA regulations, blood borne pathogens and hazardous materials handling. Knowledge of general sanitation and cleaning codes. Strong organization, communication, and customer service skills. Ability to interpret and apply contracts. Ability to lead**.

Education and Experience

One year experience in relevant trade or an equivalent combination of training and experience.

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Level 2

PCLS: 04202

*****Alternate PCLS: 09140**

**Grade 77
Non-Exempt**

Descriptors

Work is performed under intermittent supervision. Lead** and coordinate a single facilities services trade function within a unit that is small in complexity* AND scope*. Respond to problems on campus that require immediate action. Accountable for safety of unit. Inspect equipment and/or facilities for work completed by employees. Maintain security of facilities while performing after-hours work. Ensure compliance with applicable rules, regulations, processes, policies, and procedures. Perform training and evaluate performance of employees. Maintain inventory of supplies. Identify new services and opportunities for process improvement. May create, forecast and manage budgets. Typically a first-line supervisor**.

Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of industry standards regarding appropriate time completion per square footage. Attention to detail skills. Strong oral and written communication skills. Basic computer skills. Ability to interpret and apply collective bargaining agreements. Ability to supervise** and manage budgets.

Education and Experience

Combined three years supervisory and work experience in relevant trade(s), or an equivalent combination of training and experience.

Level 3

PCLS: 04203

*****Alternate PCLS: 09150**

**Grade 79
Exempt**

Descriptors

Work is performed under administrative supervision. Direct a single trade function, unit or shop that is moderate in complexity* OR scope* OR may direct multiple less technical and complex units. Positions at this level lead** or supervise** employees, and prioritize multiple non-critical projects or operations within a unit. Provide day-to-day guidance, training and direction to staff, activity, program or project. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Ensure safe work practices are followed. May assess and recommend programs, plans, specifications, and changes. May perform budget management functions.

Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of and the ability to interpret and apply rules and regulations related to facility services operations. Applicable industry knowledge of trades including: architecture, building plans, carpentry, construction, electrical, engineering, hazardous materials, horticulture, HVAC, fleet/equipment, landscaping, logistics, mechanical, operations, painting,

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plumbing, power generation, refrigeration, risk management, thermodynamics and their applicable codes. Knowledge of ADA, DOT, OSHA, EPA regulations and codes. Working knowledge of risk management and mitigation principles. Knowledge of database systems. Knowledge and operation of a variety of tools and equipment. Ability to develop and recommend changes. Ability to determine appropriateness of exception requests. Ability to interpret and apply collective bargaining agreements and contracts. Ability to develop budgets.

Education and Experience

Combined four years supervisory and work experience in relevant trade(s), or an equivalent combination of training and experience. A two-year license, certification or degree may be required.

Level 4

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Level 5

PCLS: 04205

***** Alternate PCLS: 09170**

Grade 81

Exempt

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Knowledge, Skills, and Abilities

Same as level five, plus: Knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations. Knowledge of accepted strategic and long range planning practices and business administration. Knowledge of *multiple* trades. Strong leadership and data analysis skills. Diplomacy skills to deal with internal and external constituencies. Ability to direct multiple, large units involving various operations, projects and programs. Expert problem solving ability.

Education and Experience

Bachelor's degree in relevant field and eight years progressively responsible supervisory** and work experience in a relevant trade, or an equivalent combination of training and experience. Extensive experience in administering and negotiating contracted services. Licensure or certification may be required (e.g. Journey-level certification, Professional Engineering, Boiler's License, Commercial Driver's License).

* **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Federal, State and University regulations, State and Federal Hazardous Materials