



FACILITIES MAINTENANCE AND OPERATIONS DIVISION MANAGER

Department: Facilities Management

Job Class: 403000

Pay Range: Executive 05

FLSA: Exempt

Represented: No

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

GENERAL FUNCTION: This is professional facilities maintenance management and supervisory work performed for the Facilities Management Department of Pierce County. An employee in this class is responsible for performing highly skilled planning, organization, and leadership for the Maintenance and Operations Division and is a member of the Department leadership team. This position directs and leads the County's facility maintenance program, which includes small works project management, skilled and non-skilled craft workers, custodial care, and grounds maintenance. This position supervises other professional and supervisory management staff and indirectly supervises Union craft and trade workers and vendors. The Maintenance and Operations Division Manager is responsible for developing and achieving division goals and objectives in keeping with Department and County-wide plans. This position is a vital member of the Facilities Management team and carries out the duties of the position in accordance with the mutually beneficial vision developed by the Department and its other divisions. The position requires considerable independent judgment to act as liaison with other County departments, contractors, and regulatory agencies and ensures the smooth day-to-day operation of County facilities. Essential elements of this position include budget development, facilities operations management, staff development and training program enhancement, program management, bid procedure management, and public works contracting.

ESSENTIAL FUNCTIONS:

- Direct the County's facility maintenance and operations division. Provide planning, leadership and direction in the development and implementation of short and long-range plans, goals and objectives for the maintenance and operations division of Facilities Management Department.
- In conjunction with the Facilities Operations Manager, determine the appropriate balance between immediate response repair needs and longer-term planned projects. Analyze and determine "make or buy" decisions for service delivery considering staffing adjustments or use of outside contractors or vendors.
- Develop, refine, implement, monitor and assess the preventative maintenance program to minimize unanticipated interruption to operations.
- Regularly research and implement appropriate new technology to improve operational efficiency.
- Establish work rules, policies and procedures to guide the division and meet the needs of client County departments.
- Analyze sub-unit effectiveness and takes corrective actions as required. Manages and coaches facility staff to deliver excellent service levels, within budget, and with minimal disruption for the client County departments.
- In the spirit of teamwork, coordinate the maintenance and operations division activities with other divisions, County departments, and jurisdictions ensuring effective communication to facilitate and adhere to policies and procedures. Facilitate collaboration and team building at all levels, with sensitivity to diverse backgrounds, cultures, and viewpoints.

FACILITIES MAINTENANCE AND OPERATIONS DIVISION MANAGER

Classification Description – Pierce County

Page 2

ESSENTIAL FUNCTIONS: (continued)

- Assess project goals and objectives for the division ensuring they are achieved within constraints of time, budget, and staff resources. Communicate progress and work in a variety of formats and timelines to varied audiences.
- Develop environment health and safety procedures for facilities. Ensure all maintenance work comply with federal, state, and local codes, regulations, and safety standards.
- Provide leadership in the development, management, implementation, and maintenance of the department's comprehensive emergency, disaster recovery, and Continuity of Operations Plans (COOP), including countywide integration with the COOP plans of customer departments.
- Oversee and assist staff and outside consultants in the preparation of contracts and specifications for facility improvements and building system upgrades. Engage in design development process to represent facility owner needs in new or major remodel construction projects.
- Participate in the preparation of the annual Facility Management Department budget; prepare and justify that portion of the budget concerned with facility operations, maintenance and small works projects.
- Participate in the preparation of the annual facility assessment, helping to identify facility and client County program needs and prioritize facility improvements within available resources.
- Working within Department managerial structure, establish financial management policies and procedures for division.
- Attend regularly scheduled staff meetings to assist in identification and resolution of potential work and Union related issues.
- Support the Facilities Operations Manager in scheduling and assigning employees; approves or denies use of sick leave, vacation leave, and overtime. Complete reviews and evaluations of subordinate employee job performance. Initiate disciplinary action when necessary. Respond to grievances at the first level.
- Manage the development, recruiting and selection processes for division staff. Participate in the development, recruiting and selection processes for department-wide staff
- As part of management leadership team, contribute to the optimal function and operation of the Department.
- Coordinate with Facilities Operations Manager to develop and implement staff training, cross-training, personal development and career path programs.
- Participate in defining and implementing metrics appropriate to maintenance and operations to track trends, productivity and resources.
- Coordinate with Facilities Operations Manager in the development of work standards for level-of-service delivery in maintenance, custodial and grounds services.
- Develop, implement and refine standardized processes and training programs for assuming maintenance responsibilities at newly constructed facilities, and existing County facilities previously maintained by other departments to ensure effective communication between Construction Division and Maintenance and Operations Division staff, as well as staff in other County departments.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends and holidays.

FACILITIES MAINTENANCE AND OPERATIONS DIVISION MANAGER

Classification Description – Pierce County

Page 3

OTHER JOB FUNCTIONS:

- Perform related duties consistent with scope and intent of employee assignment.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the general direction and supervision of the Director of Facilities Management who reviews the work through documents, observations, conferences and results achieved.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The position works primarily in an office environment on a daily basis. Travel to various work sites and/or meeting locations will be required. Work is subject to frequent interruptions and normal office noise as well as construction site noise while in the field.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the position. Finger dexterity to operate equipment used in the position, walking, talking, seeing, and hearing. While evaluating construction sites, the position will be in a “hard hat” environment which may require walking on uneven/unpaved ground; walking on roofs; climbing ladders; bending/stooping; pushing/pulling; and minimal lifting. Ability to travel to attend meetings away from regular work site may be required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Principles and practices of management, organization and supervision.
- Building systems and operational maintenance practices including preventative and confidence testing system maintenance.
- Regulations and procedures related to small works public works construction and vendor contracting.
- And experience in managing small works public works and vendor service specifications development and bid advertising and awards in conformance with state law.
- Federal, State, and County industrial safety laws, codes and regulations.
- State, local, and federal rules and regulations concerning worker safety and maintenance operations.
- Governmental budget and finance practices and principles.
- Technology tools available in the workplace including maintenance management and program and project management arena.
- Contractual labor and Union processes and procedures.

Skill in:

- Excellent verbal and written communication.
- Providing technical facility information to non-technical staff and others, in a variety of settings and to a variety of groups.
- Developing and leading teams and coordinating groups and committees.
- Beneficially applying technology to program management and operations process.
- Performing mathematical calculations including, but not limited to fractions, ratios, and percentages.

Ability to:

- Comprehend, analyze, and interpret complex business documents and technical facility manuals.
- Write reports, manuals, speeches and articles using distinctive style.
- Make public presentations to community groups and elected officials.

FACILITIES MAINTENANCE AND OPERATIONS DIVISION MANAGER

Classification Description – Pierce County

Page 4

KNOWLEDGE, SKILLS AND ABILITIES: (continued)

- Prepare and administer budgets and plan expenditures for control.
- Effectively respond to sensitive issues, complex inquiries or complaints from clients, co-workers, supervisor, or management.
- Effectively deal with extremely complex, difficult problems or customer complaints and provide satisfactory solutions.
- Supervise others and evaluate performance, fostering growth, creativity and flexibility.
- Perform job functions in a professional, positive and outgoing manner.
- Motivate employees and client groups to take desired action.
- Work both independently and cooperatively.
- Negotiate contracts and mediate disputes.
- Lead in the development of shared values and goals.
- Work irregular and flexible hours as required.
- Read, write, and speak effectively.
- Solve problems and deal with a variety of options in varying situations.
- Organize and prioritize work and help others successfully prioritize their work, within a fast-paced public environment.
- Establish and maintain effective working relationships with a variety customers and staff members.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.
- Analyze situations quickly and objectively and determine a proper course of action; use appropriate independent judgment to make decisions of a technical, management and/or administrative nature in support of Department/County goals and objectives.

MINIMUM REQUIREMENTS TO APPLY: A Bachelor's Degree in architecture, construction management, civil, mechanical or electrical engineering, business or public administration or closely related field from an accredited college or university and at least five years of increasingly responsible experience directly related to the position is required. A Master's Degree in architecture, construction management, civil, mechanical or electrical engineering, business or public administration or closely related field from an accredited college or university preferred. Additional education or experience may substitute for the recruiting requirements.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Ability to successfully complete a Pierce County background investigation. A valid Washington State driver's license is required.