CITY OF SANTA CRUZ
FACILITIES MAINTENANCE SUPERVISOR

Reports to: **Public Works Operations Manager**
Supervises: **Supervisory, technical and maintenance classifications, as assigned**
Bargaining Unit: **Supervisor**

BASIC FUNCTION

Under direction, plans, coordinates, directs, supervises and evaluates building maintenance and custodial crews; supervises facility maintenance activities, including assuming the responsibility for directly managing assigned Capital Improvement Projects; develops plans, cost estimates and contracts for facilities renovation and maintenance projects; plans work programs, supervises employees, assists with the development and control of budgets, and applies relevant policies and procedures for assigned activities; and performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

The **Facilities Maintenance Supervisor** supervises a centralized facilities maintenance division that includes responsibility for building repair, renovation, maintenance, custodial services, and facility related Capital Improvement Projects. The Facilities Maintenance Supervisor is responsible for planning and monitoring related budgets, projects, work orders, and activities; coordinating work with other departments and regulatory agencies; and supervising supervisory and maintenance staff. This position is distinguished from the lower level Service Field Crew in that the latter is a lead position which directs the activities of a divisional field crew. The Facilities Maintenance Supervisor position is distinguished from the higher level Public Works Operations Manager in that the latter has overall responsibility for all maintenance services activities within the Operations division.

TYPICAL DUTIES *(May include, but are not limited to, the following):*

- Plans, organizes, supervises and directs the work of field crews and oversees day to day operations.
- Plans, develops, and directs safety and training programs for staff. Reviews and/or prepares employee performance evaluations and sets goals and expectations for facilities staff. Resolves personnel problems and takes disciplinary action as needed. Participates in employee selection process.
- Plans and monitors building maintenance programs, including preventive maintenance scheduling.
- Inspects buildings for safety hazards and maintenance needs and considers findings in the development of work plans.
- Prepares and evaluates cost estimates for the maintenance and repair of the City's facilities for both internal and external activities and makes recommendations for improving facility operations.

- Obtains bids, evaluates bidders, and recommends bid awards for projects, contracts or equipment and arranges for procurement of same.
- Manages the facilities parts inventory including setting stock reorder points, setting minimum and maximum stock levels, controlling the issuing of stocked items, removing obsolete items out of stock, performing annual inventory counts and reconciliation, and re-ordering parts as needed to maintain stock levels.
- Administers contracts, including work inspection, approval of payments, coordination of work, and review of change requests related to the renovation, maintenance and repair of City buildings and facilities.
- Prepares and monitors the Facilities Maintenance Division budget, including submitting budgetary recommendations and anticipating future budgetary and program needs.
- Monitors construction, maintenance projects and work orders to ensure timely and cost efficient completion; maintains standards for materials, construction, and work productivity; regularly inspects work in progress and provides technical direction as needed; troubleshoots and develops solutions for complex technical problems. Assists crews in performing assigned duties including the more complex tasks.
- Keeps client departments informed on status of work projects. Responds to and resolves client complaints regarding facility services. Coordinates support services with other City departments, divisions and sections, and with outside agencies.
- Manages a computerized work management program. Reviews, utilizes, and supervises the maintenance of a variety of records and reports such as maintenance activities and inventory. Prepares a variety of written material including reports, bids, specifications, letters and memoranda.
- Other duties as assigned.

WORKING CONDITIONS

Position requires: prolonged sitting, standing and walking on level, uneven and slippery surfaces; reaching, twisting, turning, kneeling, bending, stooping, squatting in the performance of daily duties. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Near vision is required when reading plans, written reports and other documents, and far vision is required when inspecting work sites. Acute hearing is required when providing phone and personal service. The need to lift, carry and push tools, equipment and supplies weighing up to 25 pounds is also required. The job duties expose the employee to the outdoors, which may include exposure to fumes, dust, allergens, and air contaminants. The nature of the work may also require the incumbent to occasionally work in construction zones and heavy traffic conditions. Some of the requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS (Knowledge, Skills and Abilities)

Working Knowledge:

- Techniques, equipment and materials used in the maintenance, repair and renovation of public facilities including custodial, plumbing, carpentry, painting and electrical.
- Techniques, equipment and materials used to resolve building user complaints regarding lighting, cleanliness, temperature, noise, air quality, and related areas.
- Techniques, equipment and materials used in office design and space allocation.
- The principles and practices of developing bid specifications for the purchase of services, supplies and equipment.

Some Knowledge:

- Americans with Disabilities Act (ADA) compliance, CalOSHA regulations, and building safety codes.
- Safety training programs, performance evaluations, conflict resolution, and disciplinary processes.

Skills:

- Office practices, methods and equipment, including a computer and word processing and spreadsheet software applications.
- Research skills to locate and compile appropriate data, information and material.

Ability:

- Plans and monitors facility maintenance and custodial operating budgets and project budgets.
- Effectively plan, organize, direct, supervise, train, and review the work of staff.
- Develop and implement effective work schedules and productivity measures.
- Provide leadership, motivate staff, and resolve disputes.
- Interpret and apply relevant policies, laws, rules and regulations, such as administrative and department policies and procedures, the Americans with Disabilities Act, CalOSHA regulations and standards.
- Identify existing or potential problems, secure relevant information and data from different sources, diagnose and determine probable causes and effect solutions.
- Evaluate bids and specifications.
- Collect and evaluate data related to utilization of space, equipment and supplies, and make appropriate recommendations.
- Design floor space and facilities plans and specifications.
- Negotiate and manage contracts for services and ensure that contracted work meets City needs.
- Prepare clear and concise oral and written reports, accurate records, logs, and orders.
- Read blueprints, construction drawings and/or construction markers, take accurate measurements and perform mathematical calculations.
- Conduct research to estimate cost, project time frame, and proper resource allocation.
- Determine life cycle cost for building systems and equipment.

- Perform efficiently and coordinate multiple projects and work orders under the pressure of deadlines.
- Establish and maintain effective working relationships.
- Act in a courteous and diplomatic manner with members of the public, with other City departments, divisions and sections, and with outside agencies.
- Observe safety principles and work in a safe manner.
- Communicate effectively both orally and in writing.

Education and Experience:
Any combination of education and experience that has provided the required knowledge, skills and abilities may be qualifying. A typical way of obtaining the required qualifications is to possess:

- High school graduation or tested equivalent and four (4) years of experience related to the maintenance and repair of facilities, including some project management experience, and at least two (2) years at a lead or supervisory level.

Licenses
- Possession and continued maintenance of a valid California driver's license and a safe driving record.

Other Requirements
- Willingness to perform occasional call back work including evenings, weekends and holidays.

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