



Career Service Authority

Maintenance Liaison

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GENERAL STATEMENT OF CLASS DUTIES

Assists in the administration and coordination of maintenance and scheduling of agency or department facilities and/or mobile equipment.

DISTINGUISHING CHARACTERISTICS

This is a single class.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and some degree of discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Reviews and coordinates the maintenance and repair of agency equipment and/or facilities.

Meets with City personnel, vendors, contractors, and/or utilities as needed to assist in coordinating maintenance, repair, and/or alteration projects.

Processes work orders for building and equipment maintenance, repair, and/or new construction.

Reviews work upon completion for adherence to guidelines and standards.

Orders supplies, materials, and parts and monitors inventory.

Implements safety and other work related standards and develops procedures to ensure compliance.

Plans, schedules, coordinates, and assigns work for assigned employees.

By position, participates as a team member that analyzes equipment needs, collects information, and recommends the purchase of new equipment.

By position, inspects facilities and equipment for conformance to agency security and safety regulations.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Interpretation - Skill in independently adapting, interpreting, and applying written guidelines, precedents, and standardized work practices to a variety of unprecedented or problematic situations.

Integrity/Honesty - Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; and is trustworthy.

Conscientiousness - Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading - Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Flexibility - Adapts quickly to changes.

Self-Esteem - Believes in own self-worth, maintains a positive view of self, and displays a professional image.

Speaking - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses body language appropriately.

Customer Service - Works and communicates with clients and customers to satisfy their expectations and demonstrates a commitment to quality services.

Memory - Recalls information that has been presented previously.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Self-Management - Sets well defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Leadership - Interacts with others to influence, motivates, and challenges them.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Carrying: transporting an object, usually by hand, arm or shoulder.

Lifting: raising or lowering an object from one level to another.

Reaching: extending the hand(s) and arm(s) in any direction.

Working Environment:

The work is sedentary.

Subject to the pressures of multiple calls and inquires.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of public contact experience involving the explanation of regulations, policies, or procedures.

Education/Experience Equivalency:

Additional appropriate education may be substituted for one year of the experience requirement.

Licensure and/or Certification:

Possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 05/01/2002

REVISED BY: Patricia Anderson

CLASS HISTORY