



## Office of Human Resources Facilities Management Manager – CJ3314

### General Statement of Duties

Manages a functional and/or operational section of a facilities or building management division that include implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately.

### Distinguishing Characteristics

This class is part of the Facilities Management leadership series. There are two general management classes, Facilities Management Manager and Facilities Management Director and specific individual management classes. These classifications typically have lower level supervisors or superintendents reporting to them.

The Facilities Management Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Facilities Management Director is a mid-level management class. A Director manages a division or agency and is responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

### Essential Duties

Manages a facilities management section which is responsible for a comprehensive building maintenance and repair program, alteration of city owned facilities, and custodial contracts. Represents the section's positions, initiatives, and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Manages the activities of trades workers within a section, including mechanical, electrical, life safety, plumbing or custodial work in support of efficient operations and maintenance of city facilities and diverse municipal buildings.

Manages a systematic preventative maintenance program that strives to prevent equipment and systems failures, determines building work order priorities, forecasts, and plans facility improvements, and prepares emergency procedures.

Prepares specifications for custodial services and ensures work is monitored and inspected for conformance of contract terms.

Manages section operations in conformance with environmental laws and regulations regarding the storage and disposal of hazardous materials and associated permitting requirements.

Tracks and monitors maintenance trends. Identifies patterns and initiates corrective actions, utilizes benchmarking, and revises procedures to improve effectiveness and eliminate deficiencies. Prepares and presents data to management team.

Manages section safety and environmental compliance programs. Ensures compliance to standards and coordinates inspections. Responds to and evaluates safety concerns and remediation plans.

Implements initiatives, and achieves goals, objectives, and key performance indicators (KPIs) for the section. Optimizes performance of the section by meeting or exceeding the established KPI performance benchmarks.

Organizes and applies section's standards, procedures, systems, and guidelines.

Implements policies, programs, operating procedures, and practices for the section and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

### **Competencies**

Deciding and Initiating Action - Takes responsibility for actions, projects, and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction. Sets high standards for quality, quantity, and timelines. Consistently achieves project goals.

Leading and Coaching - Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

### **Knowledge & Skills**

None.

### **Level of Supervision Exercised**

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

### **Education Requirement**

Bachelor's Degree as required by the specific opening.

### **Experience Requirement**

Three (3) years of experience at the type and level of functional or operational management, which must have included management of professional individual contributors.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

By position, requires a valid Commercial Driver's License (CDL "B") with appropriate endorsements by the end of probation.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Pressure due to multiple calls, inquiries, and conflicts.

Subject to many interruptions.

Subject to varying and unpredictable situations.

Subject to long irregular hours.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs).

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade: EX-14**

**FLSA Code: Y**

**Established Date: 7/4/2021**

**Established By: BM**

**Revised Date: 9/8/2024**

**Revised By: SO**

**Class History: 10/21/2021 - Equivalency revised; 11/27/2022 - Revised pay grade as a result of CN1746; 7/1/24 – Revised Experience Requirement; 9/8/24 – Revised Job Family/Job Code.**