



FACILITIES MAINTENANCE MANAGER

Characteristics of Work

This is supervisory work in the direction of skilled workers involved in repair, maintenance, and installation of machines, tools, and equipment, and in maintenance of buildings, grounds, and utility systems within a state governmental complex. Duties include inspection of installations and repairs performed by subordinate facility maintenance personnel, projections of estimated expenditures necessary for project completion, and preparation of monthly reports delineating recommended improvements in operational efficiency of staff. Supervision is received from a Facilities Maintenance Superintendent or administrative superior and is exercised over lower-level subordinate personnel.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Reviews and assigns work orders to establish job priorities.

Schedules repair, maintenance, and installation of machines, tools, and equipment to ensure continuous production.

Directs maintenance activities on utility systems to provide continuous supply of heat, steam, electric power, or gas for required operations.

Develops new methods and procedures designed to improve maintenance operations, minimize operating costs, and effect greater utilization of labor and materials.

Trains skilled workers to improve work performance and acquaint workers with applicable policies and procedures.

Confers with management personnel to resolve maintenance problems and recommend measures to improve operations and conditions of machines and equipment.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Supervises and performs maintenance duties on equipment, physical buildings and grounds.
2. Estimates cost of equipment and/or materials.
3. Trains and evaluates personnel.

Essential Competencies

The following underlying competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Specific behaviors may be identified and included later by the hiring agency. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

General Public Sector Competencies

Integrity and Honesty: Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

Service Orientation: Seeks to understand and meets and / or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers. Demonstrates a commitment to quality public service through statements and actions.

Accountability: Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Maintains a positive attitude. Effectively manages emotions and impulses. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork. Continuously evaluates and adapts, copes effectively with change. Allows self and others to make mistakes and learns from those mistakes. Adheres to high ethical standards. Copes effectively with change. Allows self and others to make mistakes and learns from those mistakes.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern; develops & maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement. Expresses facts and ideas both verbally and in writing in a clear, convincing and organized manner, helping others translate vision into action. Models appropriate behavior. Recognizes and develops potential in others, mentors. Models appropriate behavior.

Communication Skills: 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. Expresses information to individuals or groups effectively, taking into account the audience and nature of the

information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Technical Competencies

Math Skills: Performs math operations such as addition, subtraction, multiplication, and division.

Coaching: Provides coaching and offers guidance and some training to other personnel in regard to work related activities.

Dealing with the public: Ability to work with private citizens, taxpayers, other companies and other agencies.

Maps, Blueprints, and Plans: Reads and interprets maps, blueprints, construction plans, and schematics.

Safety: Knowledgeable of safety rules, regulations, and policies that apply to all work activities.

Equipment/Tools/Parts Maintenance/Inventory: Knowledge of machines and tools, including their designs, uses, repair, and maintenance. Knowledge of maintenance and repair using the correct tools and/or equipment. Maintains inventory of tools and equipment. Has an advanced working knowledge of the tools and equipment that are used on the job. Is responsible for all tools and equipment. May order parts and supplies as needed and may work with buyers on ordering parts and supplies.

Building and Maintenance Activities/Working Knowledge: Knowledge of materials, methods, and the tools involved in the construction or repair of buildings, or other structures. Knowledge of specific maintenance and repair activities in work assignment. Knowledge of general repair and maintenance activities.

Time Management/ Scheduling Work and Activities: Managing one's own time and the time of others. Scheduling events, programs, and activities, as well as the work of others.

Report Writing/Record Keeping: Prepares reports to distribute to appropriate personnel and offices. For example, weekly reports and time reports. May involve some budgeting activities.

Functional Supervision: Makes recommendations for hiring, firing, and discipline. Checks and ensures the quality of subordinate's work. May evaluate employees for performance. Share information with those in your work group.

Management Competencies

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization. Has the ability to work through adversity and hold self and others accountable for work actions.

Macro Oriented: Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise. Exercises good judgement, makes sound, well informed decisions.

Working Through Others: Shows a willingness to get work done through others, supports, motivates and is an advocate for staff. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals, sets and meets deadlines.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Heavy Work: May frequently exert force equivalent to lifting up to approximately 50 pounds and/or occasionally exert force equivalent to lifting up to approximately 100 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Field of Vision: Ability to observe an area up or down, left or right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; and stoop, kneel, crouch, or bend. The incumbent is frequently required to walk; climb or balance; and stand. The incumbent is occasionally required to sit.

Experience/Educational Requirements:

Education:

Graduation from a standard four-year high school or equivalent (GED).

AND

Experience:

Five (5) years of experience related to the above described duties, one (1) of which must have been as a Facilities Maintenance Supervisor or the equivalent in at least one of the following fields: plumbing, carpentry, electrical works, electronics, plastering, painting, air conditioning/refrigeration, heating equipment, or general maintenance and repair.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.