



Facilities Manager

Purpose of the role:

Under administrative direction, plans, organizes, and manages the activities and operations of the Facilities Maintenance Division within the Finance Department; oversees and manages the delivery of a wide range of internal support services including facilities improvements, maintenance and repair, and custodial services to all City departments; coordinates assigned activities with other divisions, departments, and outside agencies; and performs related duties as assigned.

Distinguishing Characteristics:

The Facilities Manager is a Division head with responsibility for managing and directing the delivery of a wide range of internal support services to all City departments in a manner that appropriately balances service levels and quality and cost effectiveness. Incumbents in this class are responsible for developing and implementing the Division's goals and objectives and for planning, organizing, and directing the work of subordinate staff. Assignments are broad in scope and are carried out with a significant degree of latitude and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, controls, integrates, and evaluates facilities maintenance activities and operations within the Finance Department; develops, implements and monitors long-term plans, goals, and objectives focused on achieving the department's mission and priorities for assigned City-wide support functions; manages and directs the development, implementation, and evaluation of plans, policies, systems, and procedures to achieve annual goals and work standards.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.

- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate services and staffing levels.
- Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, compensation, training, and day-to-day management practices that support the City's mission and values.
- Participates in the development of the Department's annual budget; forecasts funds needed for the Division's staffing, equipment, materials, and supplies; approves Division expenditures and implements budgetary adjustments as appropriate and necessary.
- Plans, directs, coordinates, and evaluates, through subordinate managers, the delivery of a broad range of internal support services, including facilities upgrade and repair, capital improvements, and custodial services.
- Directs evaluation and processing of contracted facilities repair and maintenance services and construction contracts.
- Monitors, evaluates and recommends improvements to the City's telecommunications system; maintains current knowledge of changes in technology; plans and arranges for the configuring and programming of telephones and the telephone system.
- Directs, monitors and evaluates the delivery of facilities operation, repair and maintenance services; oversees the monitoring of building systems to balance levels of service and cost; manages contracts for repair, maintenance and cleaning services for City facilities; inspects City facilities to monitor maintenance and repair levels and identify problems and issues for follow-up action.
- Evaluates proposals, monitors and administers contracts for operation of City-owned golf facilities; directs and participates in development of special golf usage programs and fee structures; investigates and takes action or makes recommendations regarding golf program complaints and damage claims filed against the City.
- Manages and coordinates the relocation of City offices and facilities; participates in and coordinates space planning and building systems development.
- Arranges for the setup of City space for public meetings.
- Provides staff assistance to the Finance Director; completes special projects as assigned; represents the City at various meetings and events; prepares and presents staff reports and other necessary correspondence.
- Maintains current knowledge of new trends and innovations related to facilities management; attends and participates in professional group meetings; participates in professional development activities; reads publications relevant to area of assignment.
- Explains, justifies, and defends assigned programs, policies, and activities; negotiates and resolves sensitive and controversial issues; responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Performs related duties as required.



The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operational characteristics, services, and activities of a facilities maintenance program.
- Principles and practices of facilities management.
- Principles and practices of program development and administration.
- City functions and associated internal support service requirements and issues.
- Contracting principles and practices, including competitive bidding procedures.
- Principles, practices and methods of contract administration and inventory control.
- Standard reference sources for labor and commodities markets.
- Standard practices, methods and techniques used in industrial engineering, building systems engineering, office building construction and repair.
- Standard project management methods and techniques.
- Cost estimating techniques.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of management, supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.

***Desired
Minimum
Qualifications:***

Ability to:

- Oversee and participate in the management of a comprehensive facilities maintenance program.
- Manage and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Effectively negotiate contracts for facilities repair and upgrades and custodial services.
- Perform complex cost analyses and calculations.
- Prepare clear, concise and comprehensive reports, proposals and other written materials using standard office and computer equipment.
- Exercise sound, expert independent judgment within general policy guidelines.
- Perform complex analysis and research, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Prepare and administer large and complex budgets.
- Prepare clear, concise, and comprehensive administrative and technical reports.
- Read and interpret complex data, information, and documents.
- Work on multiple, concurrent projects with strict deadlines and with frequent interruptions.
- Utilize standard office equipment including computers and related software applications.

- Understand, interpret, explain and apply applicable federal, state and local policies, laws and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Effective Communicator
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Skill and Career Development Coach
- Technically Knowledgeable

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and Experience Guidelines:

Education:

A Bachelor's Degree from an accredited college or university with major course work in engineering, architecture, or a related field.

Experience:

Eight years of increasingly responsible experience involving the planning, repair and maintenance of facilities and/or the delivery of other internal facilities support services including two years of supervisory and administrative responsibility. Experience in a governmental setting is preferred.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Physical and Environmental Conditions:

Physical: Sufficient physical ability to work in an office setting and operate office equipment; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and stoop; grasp, repetitive hand movement, and fine coordination in preparing reports using a computer key board. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; occasionally exposed to outdoor weather conditions.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: