



## Human Resources

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DATE: July 1, 2021  
TO: Civil Service Board  
FROM: Theresa Severance  
Manager, Human Resources, Healthcare and Safety  
SUBJECT: Revised Job Classification of Facility Operations Supervisor

### **RECOMMENDATION:**

**APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF FACILITY OPERATIONS SUPERVISOR, INCLUDING A TITLE CHANGE TO FACILITY OPERATIONS & MAINTENANCE SUPERVISOR.**

### **Background Information**

Over the last several years, the Property & Facilities Management Division has been given additional duties and responsibilities as a result of park referendums, capital construction project approvals, and added focus on building maintenance and safety since the COVID-19 pandemic.

As a result of these additional duties and expectations, the Division has been reviewing its leadership positions to ensure that there is parity across the primary supervisors and that the Division has sufficient depth of knowledge and skill to support each of their teams. The revision of the Facility Operations & Maintenance Supervisor job description has been updated to reflect the most current needs of the position and better aligns the duties with what is expected of other supervisors.

The job classification was discussed with the supervisory union and all are agreeable to the proposed job description.

### **Outline of Duties**

This classification is responsible for overall coordination, supervision, planning, operations, as well as routine and capital maintenance in City facilities and on City property. The Facility Operations & Maintenance Supervisor will supervise facilities maintenance staff, and will act as a project manager to provide technical expertise and guidance on key City projects and will exercise independent judgment and discretion in carrying out professional project, maintenance and operational decisions.

### **Recommendation**

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Facility Operations Supervisor, including a title change to Facility Operations & Maintenance Supervisor.

## **Facility Operations & Maintenance Supervisor**

### **SUMMARY/PURPOSE**

To provide overall coordination, supervision, planning, operations, as well as routine and capital maintenance in City facilities and on City property. The Facility Operations & Maintenance Supervisor will supervise facilities maintenance staff, and will act as a project manager to provide technical expertise and guidance on key City projects and will exercise independent judgment and discretion in carrying out professional project, maintenance, and operational decisions.

### **SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

### **SUPERVISION GIVEN**

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide effective professional and technical expertise to support the maintenance, improvement, and operation of City facilities.
2. Inspect facilities to determine capital, maintenance, operational, and safety conformance needs.
3. Manage the effective operation of a computerized work order, building control, key card access, energy management, and other facility technology systems, and provide regular reports and analysis as required by the Manager.
4. Troubleshoot City facility maintenance issues in all City facilities, and consult on facilities issues across the City departments with Directors and Administration as required.
5. Read and interpret blueprints and schematics and prepare maps and plans for maintenance activities, and process orders for equipment, materials, and contracted services.
6. Consult and collaborate with clients and consultants to gather information, perform financial analysis, and develop routine and capital maintenance plans that adhere to accepted building operation principles and code compliance standards.
7. Assist in long-range planning for new and existing properties, projects, and maintenance needs.
8. Address questions and complaints from occupants of City facilities and the public.
9. Direct the determination of maintenance and capital maintenance projects' scope, budget and methodology, the preparation of bid specifications with consultants/contractors, review bid proposals, and participate in the selection of consultants/contractors and negotiate contract terms.
10. Act as a project manager for key City capital maintenance projects; may serve as a project manager for smaller projects as needed.
11. Participate in the development, monitoring, and administration of department/division and capital project budgets and identify funding sources as needed.
12. Present maintenance and capital maintenance information to administrators, City Staff, City Council, Planning Commission, regulatory agencies, and others as necessary.
13. Research and keep abreast of current property and facility maintenance practices, construction management practices, architectural and interior design techniques, materials, trends, building science technologies and methods.
14. Support the Division Manager in the development of capital maintenance plans, implementation, routine maintenance, and utilization of the asset management system, and development of reports as necessary to disseminate key facility issues to City Administration.
15. As requested by the Manager, act in the capacity of Assistant Property & Facilities Manager to ensure seamless operation of the Property & Facilities Management and Park Maintenance

Divisions by providing technical expertise, senior leadership, and direction to ensure the effective delivery of maintenance and operational activities and services across the two divisions.

16. Disseminate instructions and information to staff through verbal and written communications.
17. Manage employee performance, and provide training, coaching, and mentoring for employees.
18. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
19. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
20. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
21. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
22. Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.
23. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
24. Other duties may be assigned.

#### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. **Education & Experience Requirements**
  - A. Bachelor's Degree in Architecture, Engineering, Construction Management, Project Management, Property/Facility Management, Public Administration, or a related professional field, and three years of related professional experience; OR a minimum of seven years of related education and/or full-time, verifiable professional maintenance and construction experience.
  - B. Three years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.
2. **License Requirements**
  - A. Possess and maintain a valid Minnesota Class D driver's license or privilege.
3. **Knowledge Requirements**
  - A. Thorough knowledge of architectural, engineering, maintenance and facilities operational maintenance, planning and design principles and practices.
  - B. Thorough knowledge of construction management practices and principles.
  - C. Knowledge of capital asset management practices, principles, and systems.
  - D. Knowledge of current building science and energy efficiency practices and principles.
  - E. Knowledge of engineering principles and practices sufficient to plan projects and to read and interpret blueprints and technical reports.
  - F. Knowledge of research and analysis methods and techniques.
  - G. Knowledge of negotiation methods and techniques.
  - H. Knowledge of facility technology systems.
  - I. Knowledge of facility maintenance best practices in electrical, plumbing, carpentry, facility technology systems, general maintenance and janitorial.
  - J. Knowledge of budgetary and management principles, practices, and procedures.
  - K. Knowledge of problem solving and conflict resolution techniques.
  - L. Knowledge of applicable safety requirements.
  - M. Knowledge of, or the ability to learn, City policies and procedures.

- N. Knowledge of federal, state, and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- O. Knowledge of effective leadership and personnel practices.
- P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.
- Q. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

- A. Skill in performing duties related to carpentry, painting, plumbing, electrical, and HVAC and other general facility maintenance practices.
- B. Skill in maintenance and capital maintenance project planning, implementation, management, and evaluation.
- C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications and systems, the internet, and modern office equipment.
- D. Skill in managing one's own time and the time of others.
- E. Skill in completing assignments accurately and with attention to detail.
- F. Skill in mediation and dispute resolution.
- G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
- H. Skill in motivating, developing, and leading people.

5. Ability Requirements

- A. Ability to monitor operations, maintain accurate records, and prepare required reports.
- B. Ability to estimate project costs and evaluate cost effectiveness of operations.
- C. Ability to investigate new products or contracted services, collect bids, and make price comparisons.
- D. Ability to read and interpret blueprints, schematics, and technical manuals.
- E. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- F. Ability to communicate and interact effectively with members of the public.
- G. Ability to communicate effectively both orally and in writing.
- H. Ability to recognize, analyze, and problem-solve a variety of situations.
- I. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- J. Ability to handle difficult and stressful situations with professional composure.
- K. Ability to establish goals and objectives.
- L. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.
- M. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.
- N. Ability to enforce safety rules and regulations.
- O. Ability to maintain confidential information.
- P. Ability to demonstrate dependability, responsibility, and consistency in job performance.
- Q. Ability to exercise sound judgment in making critical decisions.
- R. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.
- S. Exhibits leadership qualities of dependability and accountability.
- T. Ability to attend work as scheduled and/or required.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

HR: TS	Union: Supervisory	EEOC:	CSB:	Class No:
WC:	Pay:	EEOF:	CC:	Resolution:

## **FACILITY OPERATIONS & MAINTENANCE SUPERVISOR**

### **SUMMARY/PURPOSE:**

To assist in provide overall coordination, supervision, planning, directing, operations, as well as routine and evaluating capital maintenance in City facilities and on City property management operations, and supervising. The Facility Operations & Maintenance Supervisor will supervise facilities maintenance staff, and will act as a project manager to provide technical expertise and guidance on key City projects and will exercise independent judgment and discretion in carrying out professional project, maintenance and operational decisions.

### **FUNCTIONAL AREAS:**

1. Assist in planning, directing, and evaluating property management operations.

#### **\* A. SUPERVISION RECEIVED**

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists incumbents with unusual situations, which do not have clear precedents. Incumbents plan and carry out the successive steps and handle problems and deviations in the work assignment in accordance with instructions, policies, previous training, or accepted practices in the occupation.

#### **SUPERVISION GIVEN**

Does have supervisory responsibility, typically for employees with little discretion. Makes decisions and/or recommendations about hire, termination, pay, and performance.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Provide effective professional and technical expertise to support the maintenance, improvement and operation of City facilities

2. Inspect facilities to determine capital, maintenance needs, operational and safety conformance-needs.

- \* B. Prioritize and assign maintenance work to assigned staff and contract employees.

- \* C. Assist in developing and operating a computerized work order system.

- \* D. Troubleshoot equipment malfunctions.

3. \* E. Manage the effective operation of a computerized work order, building control, key card access, energy management, and other facility technology systems, and provide regular reports and analysis as required by the Manager.

4. Troubleshoot City facility maintenance issues in all City facilities, and consult on facilities issues across the City departments with Directors and Administration as required

Read and interpret blueprints and schematics and prepare maps and plans for maintenance activities.

5. \* F. Process, and process orders for equipment, materials, and contracted services.

- \* G. Monitor maintenance activities and costs, compile data, and prepare reports and presentations.

- \* H. Communicate with internal and external customers to ensure optimum utilization of City facilities.

- \* I. Assist in preparing and monitoring division budget.

6. \* J. Consult and collaborate with clients and consultants to gather information, perform financial analysis, and develop routine and capital maintenance plans that adhere to accepted building operation principles and code compliance standards.

7. Assist in long-range planning for new and existing properties—, projects, and maintenance needs.

8. \* K. Assist in addressing Address questions and complaints from occupants of City facilities and the general public.

\* L. Assist in developing, evaluating, and monitoring projects, such as Capital improvements and new or replacement facility construction.

\* M. Supervise the operation of City parking facilities.

\* N. Supervise the janitorial staff.

2. Organize and direct the activities of assigned personnel.

\* A. Determine priorities, assign work, and coordinate schedules to ensure completion of work.

9. \* B. Participate in the Direct the determination of maintenance and capital maintenance projects' scope, budget and methodology, the preparation of bid specifications with consultants/contractors, review bid proposals and participate in the selection of consultants/contractors and negotiate contract terms.

10. Act as a project manager for key City capital maintenance projects; may serve as a project manager for smaller projects as needed.

11. Participate in the development, monitoring and administration of department/division and capital project budgets and identify funding sources as needed.

12. Present maintenance and capital maintenance information to administrators, City Staff, City Council, Planning Commission, regulatory agencies, and others as necessary.

13. Research and keep abreast of current property and facility maintenance practices, construction management practices, architectural and interior design techniques, materials, trends, building science technologies and methods.

14. Support the Division Manager in the development of capital maintenance plans, implementation, routine maintenance and utilization of the asset management system, and development of reports as necessary to disseminate key facility issues to City Administration.

15. As requested by the Manager, act in the capacity of Assistant Property and Facilities Manager to ensure seamless operation of the Property and Facilities Management and Parks Maintenance Divisions by providing technical expertise, senior leadership, and direction to ensure the effective delivery of maintenance and operational activities and services across the two divisions

16. Disseminate instructions and information to staff through verbal and written communications

17. Manage employee performance, and provide training, coaching, and mentoring for employees.

18. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.

19. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.

20. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.

\* C. Establish work standards and evaluate the work Provide for ongoing training of employees.

21. \* D. Monitor work sites to ensure compliance with established in emerging methods, guidelines, trends, technologies, and proper and safe work methods and procedures.

\* E. Train personnel in correct and safe operating procedures.

\* F. Recommend adjustments or other actions in employee grievances.

\* G. Disseminate and interpret instructions provided to employees through bulletins and other communications.

22. 3. Perform other related Coordinate with various City departments, other government agencies, and community groups to develop methods of sharing resources, minimizing duplication, and simplifying procedures.

HR: CT	Union: Supervisory	EEOC: Skilled Craft Workers	CSB: 20070912	Class No: 1342
WC: 9102	Pay: 1075	EEOF: Admin/Finance	CC: 20070924	Resolution: 07-0631R

23. Establish and maintain positive working relationship with the employees by maintaining two-way communication, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.

24. Other duties as may be assigned.

\* A. Assist in planning, monitoring, inspecting, and evaluating computerized Facility Management Systems.

\* B. Research, bid, prepare RFPs, recommend contract award, and, manage outside service contracts for such activities as maintaining alarms, fire extinguishers, cleaning, pest control, and HVAC systems.

## JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

### 1. Education & Experience Requirements

A. Four (4) years of verifiable experience in building and grounds maintenance including two (2) years of supervisory experience; or a combination of equivalent education and experience.

A. Bachelor's Degree in Architecture, Engineering, Construction Management, Project Management, Property/Facility Management, Public Administration or a related professional field, and three years of related professional experience; OR a minimum of seven years of related education and/or verifiable professional maintenance and construction experience. Three years of experience must be in a supervisory/lead position of similar complexity and level of responsibility.

### 2. License Requirements

A.  A. Possession of Possess and maintain a valid Minnesota Class D driver's license or privilege by date of appointment and thereafter.

### 3. Knowledge Requirements

A.  A. Knowledge of thorough knowledge of methods, materials, architectural, engineering, maintenance and tools used in building facilities operational maintenance, planning and design principles and practices.

B. Thorough knowledge of construction, management practices and principles.

C. Knowledge of capital asset management practices, principles, and systems.

D. Knowledge of current building science and energy efficiency practices and principles.

E. Knowledge of engineering principles and practices sufficient to plan projects and to read and interpret blueprints and technical reports.

F. Knowledge of research and analysis methods and techniques.

G. Knowledge of negotiation methods and techniques.

H. Knowledge of facility technology systems.

I. Knowledge of facility maintenance, and inspection including carpentry, painting, plumbing, best practices in electrical, plumbing, carpentry, facility technology systems, general maintenance and HVAC/janitorial.

J. Knowledge of budgetary, and management principles, practices, and procedures.

K.  B. Knowledge of methods problem solving and materials used in parking ramp operation and repair/conflict resolution techniques.

C. Knowledge of materials management and inventory control procedures.

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✉ D. Knowledge of accepted supervisory practices.

L. Knowledge of applicable local safety requirements.

M. Knowledge of, or the ability to learn, City policies and procedures.

N. Knowledge of federal, state, and federal local laws, and statutes, regulations, codes, and standards related to the building trades and OSHA requirements area of responsibility.

✉ F. Knowledge of budgetary effective leadership and personnel practices.

P. Knowledge of business and management principles involved in strategic planning, resource allocation, human resources practices, leadership technique, and coordination of people and resources.

Q. Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

4. Skill Requirements

A. ✉ A. Skill in performing duties related to carpentry, painting, plumbing, electrical, and HVAC and other general facility maintenance practices.

B. ✉ B. Skill in maintenance and capital maintenance project planning, implementation, management, and evaluation.

C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications and systems, the internet, and modern office equipment.

D. Skill in managing ones own time and the time of others.

E. Skill in completing assignments accurately and with attention to detail.

F. Skill in mediation and dispute resolution.

G. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

H. Skill in motivating, developing, and leading people. Skill in supervising others.

✉ C. Skill in effectively communicating verbally and in writing.

5. Ability Requirements

A. ✉ A. Ability to monitor operations, maintain accurate records, and prepare required reports.

B. ✉ B. Ability to estimate project costs and evaluate cost effectiveness of operations.

C. ✉ C. Ability to plan, coordinate, and evaluate projects.

✉ D. Ability to establish and maintain effective working relationships with supervisors, subordinates, and the public.

D. ✉ E. Ability to investigate new products or contracted services, collect bids, and make price comparisons.

E. ✉ F. Ability to read and interpret blueprints, schematics, and technical manuals.

✉ G. Ability to use computer applications including word processors, spreadsheets, and work order systems.

F. ✉ H. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.

G. Ability to problem solve communicate and interact effectively with members of the public.

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H.  I. Ability to perform mathematical calculations for budgetary purposes communicate effectively both orally and estimate the cost of materials in writing.

I.  J. Ability to work outdoors in all types recognize, analyze, and problem-solve a variety of weather situations.

K. Ability to occasionally stoop, kneel, crawl, and work in high places, in order to inspect new or existing construction.

L. Ability to perform MEDIUM WORK (defined as lifting 50 pounds maximum with frequent lifting indoor carrying of objects weighing up to 25 pounds).

J.  M. Ability to consistently and independently prioritize ones own work and the work of others, including scheduling, assigning staff, and securing resources.

K. Ability to handle difficult and stressful situations with professional composure.

L. Ability to establish goals and objectives.

M. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees.

N. Ability to interpret and apply laws, contracts, regulations, policies, and procedures.

O. Ability to enforce safety rules and regulations.

P. Ability to maintain confidential information.

Q. Ability to demonstrate dependability, responsibility, and consistency in job performance.

R. Ability to exercise sound judgment in making critical decisions.

S. Ability to analyze, organize, and prioritize work while meeting multiple deadlines.

T. Exhibits leadership qualities of dependability and accountability.

U. Ability to attend work on a regular basis as scheduled and/or required.

\* Essential functions of the job

Job requirements necessary on the first day of employment

Physical Demands:

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above.

Work Environment:

The work environment involves moderate risks or discomforts requiring special safety precautions (e.g., working around moving parts, carts, or machines, or with contagious diseases or irritant chemicals). Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

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WC: _____	Pay: _____	EEOF: _____	CC: _____	Resolution: _____