

ASSISTANT DIRECTOR, MAINTENANCE AND OPERATIONS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions related to the maintenance and operations of College facilities. Provides highly responsible and complex professional assistance to the Director, Maintenance and Operations and the Executive Director, Facilities, Planning, and Management in areas of expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the assigned managerial personnel. Exercises general and direct supervision over assigned staff.

CLASS CHARACTERISTICS

This is an Assistant Director classification in the Facilities, Planning, and Management Department that manages all facilities maintenance and operations activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support in a variety of areas. Assists in planning, development, and administration of departmental policies, procedures, and services. Successful performance of the work requires an extensive professional background, as well as skill in coordinating departmental work with that of other departments. This class is distinguished from the Director, Maintenance and Operations in that the latter has overall responsibility for all functions of the Facilities Maintenance and Operations unit and responsibility for implementing public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the daily functions, operations, and activities related to the maintenance and operations of College physical resources, including maintenance and operation of buildings, facilities, grounds, and equipment; manages building and exterior cleaning, grounds, and urban forest maintenance, fleet management, student transportation, and warehouse shipping, receiving, and storage.
2. Participates in the selection, training, motivation, and evaluation of assigned personnel, works with employees on performance issues; recommends discipline to the Director, Maintenance and Operations and Executive Director, Facilities, Planning, and Management.
3. Collaboratively manages and directs the day-to-day activities of maintenance, grounds, custodial, transportation, and warehouse staff, and maintenance service contractors to ensure alignment with maintenance program goals and established service levels; oversees maintenance of varied and complex equipment necessary to maintain continuity of service for College buildings, facilities, and infrastructure; ensures appropriate staff training for ongoing maintenance and service activities.

4. Reviews and assesses design and construction documents and work product to ensure compliance with established standards; prepares reports and makes recommendations related to quality and performance of materials and interior finishes installed in new and modernized facilities.
5. Oversees the College's comprehensive building and exterior cleaning program, grounds, and urban forest maintenance activities; prepares reports specifying staff, consultant, equipment, and contractor resource requirements necessary to maximize efficiency and operational quality, end-user functionality, continuity of service, and to manage the life-cycle cost of materials and equipment in existing and new facilities.
6. Manages the College's facility renewal programs; prepares project and program scope and project requirements; recommends solutions to maximize quality and value; arranges for necessary staff, consultant, and contractor support to meet program goals.
7. Coordinates the preparation of public works bid packages related to facilities renewal projects; monitors, evaluates, analyzes, and updates material, equipment, and technical specifications, and submits facilities renewal projects as complete and ready for public bidding; administers consultant and construction contracts, and ensures correct project close-out and warranty administration.
8. Manages student transportation, fleet management operations, and the College warehouse; develops and implements policies and procedures to ensure timely and responsive service for internal and external customers; monitors compliance with related safety and other agency laws and requirements.
9. Collaboratively manages the computerized maintenance management system; develops and prepares reports related to the efficiency and effectiveness of maintenance and operations activities; recommends policies and procedures to ensure continuity of service and energy and efficient facilities.
10. Coordinates the final acceptance of construction projects and ensures that proper close-out documentation is in place; cooperatively manages the transition of projects from construction to occupancy, and maintains responsibility for warranty items; assists in the maintenance and operation of the Facilities, Planning, and Management Document Resources Center; cooperatively evaluates requests for corrective or additional work after occupancy and recommends effective and efficient solutions to post-occupancy requirements.
11. Oversees the preparation, maintenance, and implementation of staff safety programs and skills training efforts; provides leadership in College-wide student, faculty, staff, and public safety efforts.
12. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
13. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
14. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
15. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.

16. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
17. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
18. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
3. Principles and practices of employee supervision, including work planning, assignment, review, evaluation, and the training of staff in work procedures.
4. Policies, procedures, techniques, and safety requirements related to the safe and efficient maintenance and operations of educational buildings and facilities.
5. Proper methods, techniques, materials, tools, and equipment used in building maintenance and operation, including current fire and life safety systems and computerized maintenance management systems.
6. Methods and techniques of project and operational quality assurance and control, budget management and cost control, preventative, predictive, and cleaning program management.
7. Construction project close-out, preparation for occupancy and transition to user operations.
8. Policies and procedures related to public works budgeting, procurement, and contract administration.
9. Modern office practices, methods, and computer equipment and applications related to the work.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Skills & Abilities to:

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Prepare complete and accurate maintenance contract, supply, and equipment purchase specifications suitable for public works bidding.
5. Evaluate and operate computerized maintenance management systems.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies,

- procedures, laws, and regulations.
7. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
 8. Effectively administer building and infrastructure maintenance, repair, and renewal projects with contractual agreements and ensure compliance with stipulations; effectively interface with public utility systems and administrative activities.
 9. Conduct effective analysis and evaluation of construction documents and represent the interests of building and infrastructure users and operators to design and construction consultants.
 10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
 11. Use English effectively to communicate in person, over the telephone, and in writing.
 12. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
 13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
 14. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in architecture, engineering, construction management, business or public administration, or a related field; and
2. Three (3) full time equivalent years of professional experience in architecture, engineering, construction management, facilities planning and management; and
3. Two (2) full time equivalent years of experience managing maintenance and operations activities for a large public institution.

Additional years of experience can be substituted for the required education on a year-for-year basis.

Desirable Qualifications:

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

Licenses and Certifications:

Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various College and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023