

SENIOR 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. Coordinates and ensures appropriate management, staff, and consultant services, including but not limited to maintenance, grounds, custodial, transportation, and warehouse staff, architects, engineers, and contractors; directs the facilities work order center and customer service team. Provides highly responsible and complex professional assistance to 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 a management level 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 to the Executive Director, Facilities Planning and Management in a variety of areas. Assists in development and administration of departmental policies, procedures, and services and overall management and implementation of the College's development plans, facilities master plan, and utility and comprehensive infrastructure improvement plans. 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 Executive Director, Facilities Planning and Management in that the latter has overall responsibility for all functions of the Facilities Planning and Management Department, and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, manages, and oversees the operations and activities related to the maintenance and operations of College physical resources, including reactive, responsive, preventative, predictive, and scheduled maintenance of buildings, facilities, grounds, equipment, and comprehensive infrastructure; oversees building and exterior cleaning, fleet management, student transportation, warehouse shipping, receiving, and storage.
2. Monitors and evaluates the quality, cost, and schedule of facilities renewal and maintenance related projects; identifies opportunities for improvement and makes

- recommendations; develops and standardizes procedures and methods to improve the quality and life-cycle cost of College building, facilities, and infrastructure; implements appropriate additions, changes, updates, and revisions.
3. Participates in the selection, training, motivation, and evaluation of assigned personnel, works with employees on performance issues; recommends discipline to the Executive Director, Facilities Planning and Management.
 4. Directs the activities of maintenance, grounds, custodial, transportation, and warehouse staff, contractors, and consultants, oversees operation of varied and complex equipment necessary to maintain continuity of service for College buildings, facilities, and comprehensive infrastructure.
 5. Reviews and assesses design and construction documents and work product to ensure compliance with operational requirements; prepares reports and makes recommendations related to quality and life-cycle cost of materials and building, utility, and energy systems proposed for new and modernized facilities construction; oversees the comparative review of critical systems and equipment.
 6. Oversees the preparation of the College's comprehensive preventative and predictive maintenance program; 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 systems and equipment in existing and new facilities.
 7. Oversees the College's scheduled maintenance and facility renewal programs; prepares project and program scope, budget, and schedule documents; recommends solutions to maximize quality and value; arranges for necessary staff, consultant, and contractor support to meet program goals.
 8. Manages the preparation of public works bid packages related to maintenance service contracts, scheduled maintenance, and facilities renewal projects; monitors, evaluates, analyzes, and updates general, special, and technical specifications and contractor safety programs; submits projects as complete and ready for public bidding; administers consultant and construction contracts and ensures correct project close-out and warranty administration.
 9. Oversees the facilities work order and customer service center, door security and access control system, 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.
 10. 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 water efficient facilities.
 11. Oversees 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; cooperatively evaluates requests for corrective or additional work after occupancy and recommends effective and efficient solutions to post-occupancy requirements; assists in the maintenance and operation of the Facilities Planning and Management Document Resources Center.

12. 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.
13. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Executive Director, Facilities Planning and Management.
14. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
15. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
17. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
18. 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.
19. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
20. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Budget development, administrative practices, and organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
3. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Policies, procedures, techniques, safety requirements related to the safe and efficient maintenance and operations of buildings, facilities and infrastructure, efficient cleaning of buildings and exterior spaces, grounds and urban forest care and maintenance, fleet and student transportation management, and warehouse shipping, receiving, and storage activities.
6. Principles and practices of maintenance program management, project management, and educational facilities and infrastructure maintenance and renewal project development, delivery, and close-out.
7. Proper methods, techniques, materials, tools, and equipment used in building and infrastructure maintenance and operation, including current fire and life safety systems, computerized access control software and systems, and computerized maintenance management systems.

8. Methods and techniques of project and operational quality assurance and control, budget management and cost control, preventative, predictive, and scheduled maintenance, program management.
9. Construction project close-out, preparation for occupancy and transition to user operations.
10. Policies and procedures related to public works budgeting, procurement, and contract administration.
11. Methods and techniques for the development of presentations, contract administration, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
12. Modern office practices, methods, and computer equipment and applications related to the work.
13. 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. Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the assigned program areas.
5. Provide administrative and professional leadership and direction for assigned operations and activities.
6. Prepare complete and accurate maintenance contract and construction plans and specifications suitable for public works bidding and construction.
7. Evaluate and operate computerized maintenance management, electrical, mechanical, plumbing, and building envelope systems, energy and water efficiency management, and access control systems.
8. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
9. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
10. Analyze problems, identify alternative solutions, project consequences or proposed actions, and implement recommendations in support of goals.
11. 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.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.

14. Learns and applies emerging technologies as necessary to perform duties in an efficient, organized, and timely manner.
15. 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. Five (5) full time equivalent years of increasingly responsible management or professional experience in architecture, engineering, construction management, facilities planning and management, and three (3) full time equivalent years experience managing maintenance and operations activities for a large public institution.
 - a. 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 & 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: 12/2022; 8/2023