



## Classification Description

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**OUR VISION:**

*To be the acknowledged leader in public assembly venue management in the region*

**OUR MISSION:**

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

**OUR VALUES:**

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

<b>Job Title</b>	Facility & Technical Services Supervisor	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8252
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	323
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

**Summary:**

Supervise and coordinate the work of staff involved in technically specialized work, such as building engineering maintenance and repair, electrical work, information technology (IT) and telecommunication systems. Assist in the implementation of policies, procedures, programs and services to ensure effective utilization of resources and regulatory compliance.

**Reasonable Accommodations:**

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

**Essential Functions:**

- Supervise, coordinate and review the work of staff involved in all aspects of technically specialized areas, such as building engineering and electrical maintenance and installation; administration, installation, maintenance and repair of information technology services (IT) and telecommunication services.
- Research and evaluate HVAC control systems, plumbing, electrical services, telephone and cell phone services, WiFi, LAN, WAN and 2-way radio services; recommend improvements, modifications and purchases.
- Oversee facility telecommunications and internet related contracts; prepare and submit requests for proposals.
- Coordinate and oversee the work of vendors and contractors, e.g., telecommunication and internet sales and marketing contractor.
- Develop and implement facility inspections to ensure all building operations needs are met.
- Supervise and coordinate services specific to facility assignment, such as support to audio-visual department.
- Manage department inventory of supplies, materials, and equipment; plan and schedule necessary equipment; ensure all equipment is in good working condition; contract maintenance and repair services of equipment.



- Collaborate and coordinate projects with clients, promoters, exhibitors, vendors and contractors.
- Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
- Assist in the development and implementation of policies, practices and procedures.
- Ensure that practices, policies and priorities of assigned projects and functions are followed; assist with monitoring and evaluating processes, methods and procedures.
- Ensure work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

**Secondary Functions:**

- Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position functions primarily as a first-line supervisor, ensuring that subordinate staff have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Education and/or Experience; Certificates, Licenses, and Registrations:**

- High School Diploma or GED, and
- A minimum of three (3) years of experience in building management or maintenance, and
- A minimum of one (1) year of lead or supervisory experience, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.
- Nortel Meridian / PBX and voice mail certification.

**Necessary Knowledge, Skills and Abilities:**

- Good knowledge of technical specialties appropriate to the area of assignment, such as building maintenance, including building construction, HVAC and operating systems, plumbing systems, electrical systems and mechanical equipment repair; telecommunication systems design and equipment installation and repair; and audiovisual equipment.
- Knowledge of computer network design, hardware installation and maintenance, as appropriate to area of assignment.
- Knowledge of telecommunications equipment, telephone systems and audiovisual equipment.
- Knowledge of pertinent Federal, State and local laws, codes and regulations that affect and impact work.
- Skill in the use of various hand and power tools used in assigned technical area.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to use good judgment and make sound decisions in a fast-paced environment.
- Ability to analyze information and use logic to resolve issues and problems.



- Ability to read and interpret instructions, drawings and schematics.
- Ability to manage staff and resources in an effective and efficient manner.
- Ability to effectively guide, direct and motivate staff.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work nights, weekends and holidays.

**Physical Demands / Work Environment:**

- Frequently required to read computer screen or other monitors; see and/or respond to visual cues; hear and/or respond to verbal/audio cues; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrist; reach with hands and arms; twist and/or bend; climb, stoop, kneel, crouch or crawl; lift, push, pull and/or carry objects up to 10 pounds; work near or around electricity.
- Occasionally required to lift, push, pull and/or carry objects up to 50 pounds; work near or around mechanical moving parts; exposed to fumes or airborne particles; outdoor weather conditions; toxic or caustic chemicals.
- Rarely required to sit for extended periods of time; exposed to extreme cold and/or heat.

*“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”*

APPROVED:

_____	_____
MERC General Manager	Date
_____	_____
MERC Human Resources Manager	Date