



## 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>	Operations Manager - Technical Services	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Operations	<b>Classification #</b>	8163
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	325
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2010

#### Summary:

Manage, supervise and coordinate the daily operations of building services, including building engineers and electricians, utility maintenance, grounds maintenance, telecommunication services, and audiovisual services. Develop and implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance. Serve as member of the management team.

#### 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:

- Manage, supervise and coordinate the activities of staff involved in engineering and electrical services, utility maintenance, grounds maintenance, telecommunication services, and audiovisual services.
- Participate in the development and implementation of goals and objectives, policies and priorities of assigned programs and functions.
- Implement work plans; monitor and evaluate processes, methods and procedures; document and prepare reports.
- Coordinate and manage capital projects with vendors, contractors and consultants; obtain bids and quotes; negotiate contracts.
- Coordinate activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
- Prepare and manage department budget.
- 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:**

- Inspect building for event readiness.
- Reconcile department paperwork, such as payroll time sheets and credit card statements.
- Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position achieves success through subordinate supervisors, by ensuring that they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and to ensure subordinate supervisors also carry out supervisory duties appropriately. 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:**

- Bachelor's Degree in engineering, business administration or related field or Facilities Manager Certification, and
- A minimum of six (6) years of experience in building maintenance, and
- A minimum of three (3) years of supervisory/management 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.
- Current and valid driver's license issued in the state of residence.
- May be required to obtain a current and valid forklift certification.

**Necessary Knowledge, Skills and Abilities:**

- In-depth knowledge of facilities operations, including building construction, building maintenance, mechanical equipment repair, electrical systems, plumbing systems, HVAC systems, grounds maintenance and audiovisual systems.
- Knowledge of pertinent Federal, State and local laws, codes and regulations that affect and impact department.
- Knowledge of organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Skills in basic computer electronics, telecommunications equipment and/or audiovisual equipment.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to review and evaluate responsible and difficult work in the installation, maintenance and repair of HVAC systems, electrical systems, and mechanical and pneumatic controls.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to read and interpret architectural drawings and blueprints.
- Ability to manage staff and resources in an effective and efficient manner.
- Ability to establish and maintain cooperative working relationships with all persons contacted in the course of work.
- 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 nights, weekends and holidays.

**Physical Demands / Work Environment:**

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

*“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:

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MERC General Manager

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Date

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MERC Human Resources Manager

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Date