

Classification description



Title: Facilities Maintenance Specialist

Job Code: 0045

Pay Range: 15

FLSA Status: Non-exempt

Employee Group: AFSCME 3580

Established: February, 2019

Revised:

EEO Category: Service/Maintenance

DESCRIPTION

Perform a variety of tasks to ensure Metro workspaces, grounds and structures meet the needs of organization. Responsibilities include project management, vendor selection and oversight, and the performance of manual to semi-skilled maintenance, repair and improvement tasks for assigned Metro facilities, grounds, and fleet, equipment and equipment systems.

DISTINGUISHING FEATURES

The Facilities Maintenance Specialist is the third level of the classification series and is distinguished from the Facilities Maintenance Technician and Facilities Maintenance Worker by performing the most complex tasks; providing training and direction, and working cooperatively with Facilities Maintenance Technicians, Facilities Maintenance Workers and the Custodial and Security teams to manage office and other site equipment and furniture installations, tenant improvements, moves, maintenance, and space planning to meet the needs of Metro's operations and employees.

DUTIES AND RESPONSIBILITIES

1. Performs all duties of the Facilities Maintenance Technician.
2. Serves in a lead capacity. Oversees, assigns and schedules the work of the Facility Maintenance Technician and Worker.
3. Provides training and direction on work assignments, procedures, equipment and quality/safety standards for the Facility Maintenance Technician and Worker. Assists with monitoring assignments to ensure completeness and quality; provides corrective guidance as needed. Communicates performance issues to supervisor.
4. Oversees and performs as necessary, and/or assists with duties associated with site-related projects, improvements, repairs, inclement weather, maintenance and emergencies. Prepares scopes of work, procures and coordinates maintenance and repair contracts and assists in contractor selection.
5. Oversees and performs maintenance, repair, troubleshooting and technical evaluations of all campus systems including HVAC, fire suppression and alarm, electrical, plumbing, phones and phone switchgear, lighting, BMS controls, elevators, security access and CCTV, furniture, fixtures and office equipment, landscaping, commercial kitchen equipment, automatic doors and gates and building facade and roof.
6. Performs skilled carpentry, painting, locksmithing, small equipment repair, assembly of systems furniture, and operates building system controls and other program related software.

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7. Schedules and prioritizes daily maintenance issues and repair tasks. Develops schedules and work plans to ensure proper maintenance and service for all the MRC campus. Coordinates and schedules maintenance and repairs with outside contractors.
8. Performs maintenance, repair and operation of program tools and equipment; power tools, snow blowers, landscaping equipment, pressure washers, generators, and air compressors.
9. Ensures Metro's fleet is maintained properly. Monitors condition of vehicles and performs minor repairs as appropriate.
10. Assists with ensuring maintenance of and updates to as-build drawings and operations, and procedures manuals.
11. Coordinates purchase and inventory of maintenance and repair supplies.
12. Provides general customer service, responds to inquiries, complaints and requests for help, provides direction and builds and maintains collaborative, working relationships with department staff and other Metro employees.
13. Actively participates on committees and/or attends meetings as appropriate.
14. Responds to urgent maintenance issues, building emergencies and weather-related issues as needed; may be called in to do so.
15. Consults and collaborates with Information Services and the CPMO regarding site improvements and space planning efforts. Assists with computer workstation moves as needed.
16. Conducts space audits to determine usage and feasibility of changes.
17. Supports site space planning efforts and applies tenets of Site Space Policy.
18. Monitors department growth and evaluates long-term space utilization planning; coordinates with departments on anticipated changes/growth/new hire/occupancy forecasting. Develops strategies to be prepared for arrival of new employees.
19. Works cooperatively with Building Operations manager and department staff to develop and execute minor tenant improvement projects, maintenance and repair plans, and changes to office and workstation configurations to meet site, staff and space needs.
20. Provides presentations and status reports to staff and Supervisor regarding space changes, furniture orders and move schedules.
21. Coordinates and manages all furniture moves, space reconfigurations and minor tenant improvement projects as needed, develops scopes of work, move and installation schedules and coordinates and oversees contractors. Maintains, repairs and assembles/builds furniture. Maintains inventory of spare furniture and equipment in storage in a neat and organized fashion. Oversees timely surplussing and/or disposal of unneeded furniture and equipment.
22. Coordinates and manages all furniture requests and orders. Works with vendor to develop workstation configurations and floor plans, selects furniture and places orders. Works with vendors to develop and implement installation of furniture, fixtures, phone/data and electrical cables, window coverings, carpet, paint and other site equipment. Schedules and manages contractors, movers and installers for various projects.

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23. Serves as a resource to other Metro sites and venues regarding furniture, surplus, and space needs. Provides assistance and direction as needed.
24. Maintains documents associated with building/site projects, moves and furniture reconfigurations.
25. Maintains and exhibits discretion with confidential and/or sensitive information.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience

- Requires a high school diploma or G.E.D. and
- Three years of experience working in Facilities or a related field or
- Any combination of education and experience that provides the necessary knowledge, skills and abilities to perform the classification duties and responsibilities
- Valid driver's license and the ability to be insured by Metro's insurance carrier

Must obtain within 60 days of starting work:

- Blood Borne Pathogen Training
- Emergency and Safety Procedures Training
- HAZMAT Awareness Level Training

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Knowledge, Skills and Abilities

- Basic carpentry skills and ability to operate hand tools
- Basic safety and fire codes related to room setup
- Working knowledge of electricity, landscaping, building maintenance and mechanics
- Standard maintenance practices, procedures and techniques
- Perform a variety of tasks involving lifting and moving heavy objects
- Respond to customer inquiries in an accurate, responsive manner
- Word processing, spreadsheet and email applications, preferably within the Microsoft Office Suite
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines
- Work independently, be self-directed and work as a member of a team
- Maintain accurate records of building operations activities
- Establish and maintain effective working relationships with contractors, the general public, and other Metro staff
- Understand and follow verbal and written instructions at a level sufficient to perform the essential functions
- Understand and calculate basic arithmetic
- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift
- Properly and safely operate tools and equipment used in performance of duties
- Work on ladders and in all weather conditions
- Work quickly and efficiently
- Perform customer service and respond to emergency situations
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Supervision is received from a supervisor or manager

SUPERVISION EXERCISED

Provides training and direction to Facilities Maintenance Technicians, Workers and others as assigned; and coordinates/oversees the work of contractors.

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TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office environment is used when in the office. Uses hand and power-operated tools and equipment, such as saws, drills, air compressors, paint sprayers and other equipment and tools necessary for carpentry, plumbing, mechanical and basic building repair duties.

Gloves, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. This is a highly physical position with potential exposure to chemicals, dust, fluids and bio-hazardous waste, and noise; and may include some limited exposure to contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather, and other adverse conditions. This position will frequently require the ability to lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift.

As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.