

REGIONAL MANAGER OF FACILITY OPERATIONS

DEFINITION

Under policy direction, the Regional Manager of Facility Operations is responsible for the implementation of a comprehensive facility operations and maintenance program for several-dozen court facilities within a Judicial Council facility region; independently plans and directs all staff and contracted services engaged in managing and maintaining court facilities; ensures alignment of facility management priorities with those of the regional administration; performs the most complex and specialized work associated with building maintenance and facility management services including oversight of the procurement and contracting of facility operations, grounds management and maintenance services for the judicial branch at designated court locations.

CLASS CHARACTERISTICS

Regional Manager of Facility Operations is the regional-management classification in the Facilities Management Series. The incumbent will assist the Senior Manager in the development of a world-class facilities management organization, supervising subordinate facilities management staff, with effective authority for their selection, retention, training and development, and with responsibility for day-to-day supervision, evaluation and motivation. As assigned on a regional basis, the incumbent implements strategic operational plans for operating and maintaining safe and healthy court facilities, consistent with all applicable codes and regulations, guidelines, and industry standard practices, including BOMA and IFMA. Utilizing appropriate means of verbal and written communications and protocols, this position will work with and through designated staff and contracted resources to perform all duties associated with building maintenance and operations.

EXAMPLES OF DUTIES (*illustrative only*)

- Participates in the development of criteria for prioritization of preventive maintenance and operations activities, including administration of building maintenance and operations budgets on a monthly, annual, and five-year forecast basis.
- Works in conjunction with OCCM, county staff, state and local agencies, to integrate planning and design requirements, procurement and execution of maintenance programs.
- Directs the integration of security programs, building life safety and automation systems, and environmental management requirements, into building operations and maintenance plans.
- Participates in developing standards for maintenance and testing of equipment and machinery, and directs program development and training of staff in inspections, records management, safety programs, and required reporting and documentation.

- Directs coordination of facility operations with planning and design activities of major capital projects, including development of new buildings, major renovations, Special Repairs, and associated projects.
- Works with county staff, budget analysts and court managers to plan, budget, assign, and evaluate the work of assigned staff relative to court needs, building conditions and building management plans.
- Makes policy recommendations to Senior Manager, Facility Operations on operation and maintenance matters; coordinates facility operations and maintenance budgeting, planning and execution with county staff in shared use facilities.
- Directs competitive procurement of and oversees schedules for building maintenance and operations contracts.
- Schedules integration of various vendor services to optimize efficiencies and minimize service disruptions.
- Conducts studies to forecast and evaluate operations and maintenance needs; equipment replacement requirements; staffing requirements; and cost effectiveness of programs, equipment, and procedures.
- In coordination with OCCM Health & Safety staff, develops and ensures compliance with applicable rules, regulations and guidelines for safety procedures and protocols, including handling of hazardous materials, workplace injury, illness prevention, environmental health and safety.
- Oversees the implementation of contracting and procurement policy, including communication to management, staff, outside agencies (e.g., trial courts and the executive and legislative branches) and the public.
- Oversees the development and management of key sourcing and materials strategies; oversees review of vendors in terms of contracted output requirements; recommends corrective measures and /or termination of non-performing vendors.
- Oversees the review and evaluation of status reports to determine problem areas and plan improvements in the allocation and utilization of personnel, materials, time, and equipment.
- Acts as Unit liaison to Regional Administrative Director, developing a working knowledge of Region-specific administrative priorities and appropriately aligning facilities management resources.
- Participates in developing and implementing a comprehensive facilities customer satisfaction program, undertaking indicated and necessary adjustments to procedure and resources in order to ensure improvements in service delivery.

WORKING CONDITIONS

- Work evening and weekend hours as necessary.
- Will be required to travel statewide or regionally as necessary.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including selection, work planning, performance review and evaluation, and employee training and discipline.
- Principles and practices of vendor management.
- Current practices and materials used in the repair of buildings and facilities, including knowledge of the technical aspects of building operations.

- Basic principals of contract law, public purchasing, research, cost analysis and control, budgeting, and accounting.
- Principles and techniques of facility operations and maintenance planning, development, and implementation.
- Contract administration and termination techniques.
- Price/cost analysis techniques for sourcing of contracts for goods and services related to building operations and maintenance.
- Contract types, methods, and techniques including cost and incentive contracting, award fee, cost sharing arrangements, processing of unsolicited proposals, and multiple awards.
- Contract negotiation techniques.
- Laws, regulations, and standards associated with health and safety, labor compliance, building codes, government codes, contract development, administration, and termination.
- The operation of personal computers and the use of specified computer applications, such as word processing and spreadsheets.
- Principles and techniques of preparing a variety of written and oral presentations.
- Emergency response and coordination procedures, policies, standards and processes.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others, including management and supervision of large, varied, and remote teams with multiple team members.
- Use initiative and independent judgment within general policy guidelines for strategic and tactical development of organization.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines in multiple locations.
- Develop and implement goals, objectives, policies, procedures, and work standards.
- Develop effective work teams and motivate individuals to meet goals and objectives and provide customer services in the most effective and efficient manner.
- Supervise and direct work associated with facility management, operations and maintenance assignments and projects.
- Understand architectural plans, engineering diagrams and reports, technical systems and financial analyses and summaries, contract documents including specifications, proposals, and bids
- Estimate project requirements and organize resources to meet goals and deadlines.
- Conduct meetings and make presentations.
- Make, support, and explain strategic and tactical recommendations and decisions to management and subordinates.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work, including members of the judiciary, members of the public, allied members of federal, state, and local agencies, staff members, and vendors, including bargaining unit employees.

Licenses and Certificates:

None.

Education and Experience:

Equivalent to a Bachelor's degree from a recognized college or university with major course work in facility management, business administration, or a closely related field and six years of professional building/facility management and contracting experience which includes the drafting of contracts and solicitation documents, including a minimum of three years of increasingly responsible facility management experience.

Additional directly related experience may be substituted for education on a year-for-year basis. Possession of a directly related postgraduate degree or certification may substitute for one year of the required experience.