

Facilities Specialist

JOB FAMILY DEFINITION

This classification falls within the Facilities Operations Job Family encompassing a range of work in which incumbents are responsible for comprehensive building management services including security, maintenance, repair, and renovation of building structures, systems, and grounds. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

Incumbents, as assigned, are responsible for providing invoice reconciliation and processing for facility work orders and projects, contract/budget expenditure monitoring for facilities repair projects, data collection and compilation for key performance indicators, customer satisfaction and work order close out, report design, development, preparation and delivery, and/or responding to customer inquiries about billing and charges.

DISTINGUISHING CHARACTERISTICS

The Facilities Specialist class is distinguished from the Facilities Management Administrator in that the Facilities Specialist provides the first level of expenditure review by auditing invoices and ensuring that payments are being made in accordance with vendor contracts. This position performs basic accounting and expenditure research. In addition, Facilities Specialists compile information and create reports involving key performance indicators, customer satisfaction, and work order close-out.

Incumbents in the Facilities Management Administrator classification are responsible for planning, coordinating, scheduling and inspecting building and building systems maintenance, repair, and renovation activities for an assigned group of facilities. The Facilities Management Administrator provides oversight and direction to contract service providers and ensures contract compliance.

An incumbent performs specialized work within standard protocols involving well-established techniques and procedures. Supervisors provide direction for assignments and priorities.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Reviews invoices and coding for accuracy; reconciles invoices with contracts; researches errors; and makes correction in facilities information systems.
- Audits and reviews service work orders for appropriate documentation, costs and charges, coding and receipts; researches and collects missing information.
- Reviews project records in facilities information system for completeness, as assigned.
- Maintains and compiles information in specialty databases and/or spreadsheets (such as telephone inventory, quality assurance, etc.), as assigned; extracts data from facilities information systems and databases; compiles standardized and ad hoc reports; compiles information for studies (customer satisfaction, budget, quality assurance, key performance indicators, work ticket close out, etc.); maintains electronic and hard copy files and records.

- Performs user administration functions on applicable facilities information systems such as updating information, inputting data, and coordinating maintenance and troubleshooting with technology staff, as assigned.
- Provides general administrative support for operations staff and maintenance projects/studies.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific facilities support tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Associate’s degree and one (1) year of facilities related administrative support experience that includes accounting support or bookkeeping duties. Additional directly related experience and/or education may be substituted on a year-for-year basis.

OR

Two years as a Facilities Assistant with the Judicial Council of California or two years of experience performing the duties of a class comparable in the level of responsibility to that of a Facilities Assistant in a California state government entity.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Basic facility operations, systems, and concepts sufficient to assist customers and process information;
- Basic budgeting and general accounting support methods and practices;
- Business math concepts;
- Basic contract administration involving techniques and methods for reconciling expenditures with contract provisions;
- Modern office procedures and administrative support methods;
- Database user administration;
- Proper English grammar, punctuation, and spelling;
- Software applications, as assigned;
- Applicable work rules and policies;
- Filing and recordkeeping principles; and
- Applicable business equipment and desktop applications.

SKILL IN

- Accurately receiving and processing a high volume of invoices;

- Researching information to resolve discrepancies with invoices and charges;
- Compiling standardized and ad hoc reports;
- Extracting information from systems and databases;
- Providing general administrative support, as assigned;
- Applying standard policies and procedures;
- Providing attention to detail;
- Organizing and maintaining records and files;
- Identifying errors and making corrections;
- Meeting assigned deadlines;
- Prioritizing work;
- Utilizing a computer, relevant software applications, and/or other equipment, as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Incumbents generally work in a typical office environment with adequate light and temperature. Travel is required to site locations and work may be performed in outdoor environments with varying light and temperature.

Please Note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*