

Facilities Operations Supervisor

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

This is a professional level supervisory class. Incumbents, as assigned, are responsible for providing day-to-day supervision of three or more Judicial Council staff, including a minimum of two exempt-level staff, engaged in facility operations, maintenance, and repair. An incumbent has statewide authority over an assigned group of Facilities Management Administrators and other staff as assigned. In addition, this position oversees complex maintenance and building modification projects statewide, either directly or through subordinate staff, and represents the work unit on capital construction project teams.

DISTINGUISHING CHARACTERISTICS

The Facilities Operations Supervisor class is distinguished from other classifications in the Facilities Operations Job Family in that it supervises three or more Judicial Council staff, including a minimum of two exempt-level staff, and may supervise other staff as assigned. Supervision includes participation in, and/or implementation of, hiring and disciplinary decisions.

An incumbent in this position exercises considerable independent judgment in establishing policies, procedures and standards for facilities operations and maintenance statewide. In addition, an incumbent oversees contracts and projects statewide.

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.)*

- Supervises the day-to-day activities of a facilities operations and maintenance program (typically an assigned district); develops, recommends, and implements operating policies and practices; and develops, recommends, and implements work processes and sets standards.
- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; provides for training and development; and conducts performance evaluations and administers discipline, as required.
- Coordinates the first response to facility emergencies; oversees the coordination of emergency responses for maintenance issues.
- Administers complex contracts and oversees service providers of ongoing maintenance either directly or in a supervisory capacity over Facilities Management Administrators.
- Directly manages multiple projects of varying size and complexity; provides supervisory oversight for projects managed by Facilities Management Administrators.

- Reviews facility condition information reported by Facilities Management Administrators; evaluates facility conditions directly as required; and makes recommendations for maintenance or repair/modifications as part of the budget cycle.
- Participates in budget development; reviews and approves expenditures; prepares revenue projections for facility maintenance contracts and repair/modification projects.
- Develops customer relationships with local court management and judicial officers; reviews customer service surveys; investigates escalated complaints/concerns not resolved by Facilities Management Administrators.
- Prepares and presents reports.
- Establishes meeting agendas and facilitates meetings.
- Prepares status reports, maintains records and updates facilities management system; ensures accuracy of information in the facilities management system.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Positions assigned to facilitate security operations may be responsible for:

- Coordinating emergency response plans and command activities for courts and the Judicial Council during times of disaster, emergency, or riot.
- Advising on emergency response issues, urgent programs, and other security technology issues.
- Providing security consultation for new courthouse construction, courthouse improvement projects, and court security enhancements.
- Serving as a subject matter expert for the evaluation of security products and services for the courthouses state-wide.
- Managing multiple master agreements with vendors for security equipment and services.
- Serving as staff to advisory bodies such as the Court Security Advisory Committee and Trial Court Facility Modification Advisory Committee.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor's degree, and five (5) years of building structure/systems management, facilities maintenance, project management, and budgeting/cost analysis experience, which includes one (1) year of supervisory experience. *An additional four years of professional experience in the assigned function as noted above may substitute for the bachelor's degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

Three (3) years as a Facilities Management Administrator, Security Coordinator, or other level (C41) class with the Judicial Council of California or three (3) years of experience performing the duties of a class comparable in the level of responsibility to that of a Facilities Management Administrator or Security Coordinator in a California Superior Court or California state-level government entity and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.

LICENSING AND CERTIFICATIONS

- Valid driver's license.

KNOWLEDGE OF

- Applicable federal, state, and local laws, codes, regulations, and/or ordinances;
- Supervisory principles, practices, and techniques;
- Organizing, prioritizing, assigning, and monitoring multiple work activities to meet critical deadlines;
- Business methods, principles, and practices;
- Principles and practices of conflict resolution and negotiation;
- Building, HVAC, and safety systems and their functionality;
- Principles and practices of public facility administration;
- Basic engineering construction principles, methods, practices, and techniques;
- Architectural plans, engineering diagrams and reports;
- Project management methods, practices, and techniques;
- Quality assurance practices and methods;
- Modern procurement;
- Contract administration;
- Best practices and emerging technology;
- Mathematical concepts;
- Safe work practices and methods;
- Customer service principles;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Interpreting and applying applicable laws, codes, regulations, and standards;
- Supervising, monitoring, training, and evaluating staff;
- Coordinating deadlines, prioritizing competing demands, and assigning work;
- Providing conflict resolution;
- Exercising political acumen, tact, and diplomacy with internal and external stakeholders and clients;
- Providing critical thinking;
- Preparing and delivering formal presentations;
- Reading construction and engineering plans and drawings;
- Providing project management, organization, and logistics;
- Developing and maintaining budgets and expenditures;
- Coordinating procurement processes;
- Coordinating deadlines and prioritizing competing demands;
- Performing mathematical calculations;
- Applying safe work practices;
- Providing customer service;
- 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.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force 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. There may be occasional exposure to fumes, noxious odors, dust, mist, gases, poor ventilation, underground/confined/restricted workspaces, loud noise and external heights more than five stories above ground level. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require frequent statewide travel, including overnight travel.

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.*