

## DRAFT – March 15, 2018

### FACILITIES SERVICES JOB FAMILY – FACILITIES SERVICES ASSISTANT

**JOB FAMILY CONCEPT:** The Facilities Services job family is responsible for all aspects of facilities services work activities and includes entry level labor, skilled crafts and trades, supervisors and management. This job family keeps our campuses and institutes fully functional. Facilities Services roles provide facilities services to the University community.

#### **FACILITIES SERVICES ASSISTANT**

The Facilities Services Assistant provides general labor and services for campus, institute and other university properties. This role performs entry-level, routine, and semi-skilled building and equipment maintenance, equipment operation, grounds keeping, custodial and security duties to ensure the overall maintenance and security of a facility and grounds. This role is the foundation of a facilities services department or unit and provide first line identification of problems and safety concerns. This role is essential in performing routine maintenance that keep facilities and grounds safe and operational.

The **Facilities Services Assistant** role is distinguished from the **Facilities Services Trades Specialist** role in that it generally represents entry-level activities associated with general maintenance.

Conversely, the **Facilities Services Trades Specialist** role has primary responsibility for delivery of specialized skilled trade services, typically following an apprenticeship, or obtaining a licensure/certification.

#### **FACILITIES SERVICES ASSISTANT 1**

##### Typical Functions

- Under direct supervision performs a variety of custodial, equipment operation, or manual labor duties.
- Cleans and sanitizes floors, restrooms, walls and furniture in offices and institutional buildings and facilities and refurbishes supplies.
- Empties and sanitizes garbage containers and removes trash to disposal areas.
- Utilizes cleaning solutions and may be required to mix chemicals.
- Finishes and refinishes floors.
- Shampoos carpets.
- Loads and unloads trucks with university property.
- Sets up furniture for special events and breaks down and cleans up after events.
- Cleans up after special events.
- Provides assistance with maintenance, repair, renovation and construction of campus buildings, landscapes and grounds.
- Installs routine fixtures such as soap and paper products.
- Operates light equipment such as vacuums, shampooers, extractors, buffers, scrubbers, mowers, blowers and weed eaters.
- May operate lifts, fork lifts, or motorized vehicles such as trucks and vans.
- May operate specialized equipment.

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### Complexity and Decision Making Authority

Acknowledges limitations and requests assistance and direction from supervisor. Notifies supervisor of unsafe conditions or items in need of repair. Decisions include appropriate tool and product to perform duties.

### Knowledge, Skills, and Abilities

Basic knowledge of safe working practices. Customer service skills. Ability to use basic hand tools. Ability to use light equipment. Ability to follow instruction. Ability to perform heavy lifting and physical labor. Ability to wear protective gear.

### License/Certification

May require ability to obtain and maintain a valid driver's license, Commercial Driver's License, or equipment operation certification.

## FACILITIES SERVICES ASSISTANT 2

### Typical Functions

- Assists supervisor of custodial or manual labor units and acts as lead to a unit of employees.
- Performs same work of those it provides lead work for.
- Inspects work areas standards are met and reports issues to supervisor.
- Acts as a role model in upholding standards.
- Assists with training of employees.
- Under direction of supervisor, assigns work to employees.
- Assists with managing employee work time.
- Assists with inventory control.
- Operates light equipment such as vacuums, shampooers, extractors, buffers, scrubbers, mowers, blowers and weed eaters.
- May operate lifts, fork lifts, or motorized vehicles such as trucks and vans.
- May operate specialized equipment.

### Complexity and Decision Making Authority

Inspects work and notifies supervisor of standards not met, unsafe conditions or items in need of repair. Decisions include assigning work.

### Knowledge, Skills, and Abilities

Knowledge of safe working practices. Knowledge of applicable standards for area of work. Excellent customer service skills. Ability to use basic hand tools. Ability to use light equipment. Ability to give instruction and train others. Ability to manage time efficiently. Ability to perform heavy lifting and physical labor. Ability to wear protective gear.

### License/Certification

May require ability to obtain and maintain a valid driver's license, Commercial Driver's License, or equipment operation certification.

### Education/Experience

High school diploma or the equivalent. Two years of relevant experience.

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### FACILITIES SERVICES ASSISTANT 3

#### Typical Functions

- Under close supervision performs routine and semi-skilled craft work in support of routine building and equipment maintenance, grounds keeping, and construction projects.
- Performs routine building maintenance projects to maintain facility.
- Performs semi-skilled labor on a variety of building maintenance projects using hand or power tools.
- Uses basic diagnostic test equipment.
- Inspects equipment and performs preventative maintenance.
- Installs minor fixtures such as doorknobs, hinges and locks and hangs items such as pictures, clocks and bulletin boards.
- Prepares surfaces for finishing such as sanding or cleaning.
- Applies paint and finishes.
- Performs plumbing projects such as repairs or replaces fixtures, unplugs drains.
- Performs basic electrical tasks such as repairs or replaces outlets, switches, and bulbs.
- Maintains grounds and performs custodial duties.
- Assists with minor repairs of equipment.
- Operates motorized vehicles and heavy equipment such as trucks, vans, dump trucks, sweeper trucks, buses, loaders, water trucks, plows, forklifts and backhoes.
- Maneuvers motorized vehicles into loading or unloading positions.
- Secures cargo for transport.
- May transport staff or materials to work site.
- May assist in inventory or time sheet approval.
- May train or lead staff.
- May drive trucks with tractor-trailer combinations.

#### Complexity and Decision Making Authority

Decisions made include prioritizing duties and repairs and when a Facilities Services Specialist is required. Work is closely monitored for completeness and adherence to standards, specifications and codes.

#### Knowledge, Skills, and Abilities

Knowledge of safety procedures. Knowledge of protective gear requirements. Knowledge of basic heating and cooling systems, electrical and plumbing maintenance work. Knowledge of structural, mechanical and electrical systems. Ability to follow directions. Ability to operate required equipment. Ability to operate a variety of motorized vehicles. Ability to work from ladders and scaffolding. Ability to perform heavy lifting. Ability to wear protective gear.

#### Education/Experience

High school diploma or the equivalent. Two years of related experience, some experience may be gained through trade school.

#### License/Certification

May require ability to obtain and maintain a valid driver's license, Commercial Driver's License, or equipment operation certification.