

DRAFT – March 15, 2018

FACILITIES SERVICES JOB FAMILY – FACILITIES SERVICES SUPERVISOR

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 campuses and institutes fully functional. Facilities Services roles provide facilities services to the University community.

FACILITIES SERVICES SUPERVISOR

The Facilities Services Supervisor role plans, supervises and participates in general maintenance, skilled trade work or a related facilities services specialty area. Provides staff management to include scheduling time, performance management, supply and logistics, identifying training needs, and provides input on hiring. Inspects work and ensures compliance with policies, regulations and codes. This role is typically designated as essential personnel.

The **Facilities Services Supervisor** role is distinguished from the **Facilities Services Trades Specialist** role in that the primary focus is on supervision of skilled trades units and employees.

The **Facilities Services Supervisor** role is distinguished from the **Facilities Services Management** role in that it generally represents mid-level supervision of skilled trades units and employees whereas **Facilities Services Management** roles typically are supervisors of supervisors and are responsible for budget and strategic planning.

FACILITIES SERVICES SUPERVISOR 1

Typical Functions

- Leads custodial staff in a group of buildings, a single grounds crew, or a maintenance unit to complete assigned duties, which may include scheduling work, making work assignments, managing performance, and recommending personnel actions.
- Performs the same work as those it supervises.
- Manages work schedules, monitors overtime and approves time sheets.
- Trains employees.
- Inspects work in progress and completed work to ensure standards are met.
- Inspects, identifies and assists to correct unsafe conditions, ensures safety procedures are followed, and reports workplace incidents.
- Produces periodic reports.
- Performs inventory control ensuring adequate levels of supplies.
- May transport personnel and/or supplies to work site.

Complexity and Decision Making Authority

Refers complex situations and conditions to immediate supervisor.

Knowledge, Skills, and Abilities

Knowledge of custodial or grounds operations. Knowledge of safe work practices. Knowledge of applicable tools and equipment. Effective communication skills. Ability to lead and coordinate work efforts. Ability to wear protective gear. Knowledge of applicable standards for area of work. Basic computer skills.

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Education/Experience

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

License/Certification

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

FACILITIES SERVICES SUPERVISOR 2

Typical Functions

- Supervises and participates in day-to-day operations of a skilled trade unit(s) a related facilities services specialty area.
- Supervises, motivates, trains, manages personnel including performance management, and recommends personnel actions.
- Schedules and coordinates the delivery and distribution of personpower, materials and equipment.
- Provides guidance and expertise in area of specialty.
- Enforces policies, safety regulations and applicable codes.
- Inspects completed work to ensure compliance with plans, specifications and instructions.
- Ensures the distribution, repair, and maintenance of materials, supplies and equipment.
- Orders materials, provides guidance in estimating the amount and type of materials, supplies, and equipment required for projects.
- Calculates costs for billing purposes.
- Maintains records and prepares reports.
- Makes improvements to processes that do not affect budget.
- Makes effective recommendations to improve processes that may have a wide scope or that impact budget.
- Works with contractors on various campus projects.

Complexity and Decision Making Authority

Makes decisions on day-to-day operations.

Knowledge, Skills, and Abilities

Advanced knowledge in specialized skilled trade or a wide breadth of knowledge in multiple skilled trades. Effective oral and written communication skills. Excellent customer service skills. Basic computer skills. Ability to make effective recommendations. Ability to supervise. Ability to perform mathematical calculations. Ability to build and maintain key relationships.

Education/Experience

High school diploma or the equivalent and six years relevant experience in related skilled trade. Experience may be gained through a combination of on the job experience and trade school.

License/Certification

May require applicable licenses and/or certifications.

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FACILITIES SERVICES SUPERVISOR 3

Typical Functions

- Plans, supervises and participates in day-to-day operations of a skilled trade unit(s) a related facilities services specialty area.
- Supervises, motivates, trains, manages personnel including performance management, and recommends personnel actions.
- Manage and utilize personpower in an efficient and effective manner including in long term projects.
- Provides input toward long term operational goals and improvements.
- Reviews contracts with management.
- Ensures environmental compliance
- Orders material for special projects.
- Maintains the safety of employees, campus community and the general public.
- Works with external entities such as cities and municipal utility organizations on projects.
- Oversees the work of contractors on campus projects.

Complexity and Decision Making Authority

Makes decisions on regular projects.

Knowledge, Skills, and Abilities

Advanced knowledge in specialized skilled trade or a wide breadth of knowledge in multiple skilled trades. Effective oral and written communication skills. Excellent customer service skills. Ability to make effective recommendations. Ability to supervise. Ability to perform mathematical calculations. Ability to build and maintain key relationships.

Education/Experience

High school diploma or the equivalent and seven years of relevant experience in related skilled trade. Experience may be gained through a combination of on the job experience and trade school. Supervisory experience.

License/Certification

May require applicable licenses and/or certifications.