

FACILITIES AND MAINTENANCE COORDINATOR

DEFINITION

Under general supervision, oversee all activities relating to the Santa Clara County Housing Authority's (Agency) operations and maintenance of office building(s), parking lots and equipment, including the coordination and supervision of custodial services, landscaping services, office security, and the Agency fleet. Manages the Agency's building and equipment maintenance schedules, tests building security systems, prepares for emergencies by assisting in the creation of the emergency action plans, serves as a member of the Safety Committee and the Emergency Response Team and conducts regular facilities safety and preventative maintenance inspections; coordinates, monitors, and provides technical input for assigned facilities maintenance and related projects and programs; provides responsible technical assistance to the Assistant Director of IT and Facilities; performs a variety of technical tasks relative to the assigned functional area; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Assistant Director of IT and Facilities. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a single incumbent classification that performs duties required to ensure that all Agency (owned or leased) office buildings and facilities are maintained in a safe and effective working condition and provide the highest level of safety for the Agency and public use. Incumbents are responsible for overseeing the maintenance of Agency buildings, facilities, equipment and mechanical systems, identifying and diagnosing facility related problems as well as equipment failures and repairs. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. The Facilities and Maintenance Coordinator will maintain and assign work offices/cubicles, coordinate and/or set-up meeting rooms, and modify work areas to meet ergonomic needs, coordinate office/cubicle moves and perform basic equipment and facilities maintenance work.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Maintains a preventative maintenance program for janitorial, security and seasonal services, maintenance and repair for all heating, ventilation and cooling (HVAC) systems, including electrical, plumbing and building security, and elevator systems for Agency offices; ensures that the work performed meets appropriate quality standards and complies with Agency policies, applicable industry standards and legal requirements.
- Troubleshoots complex maintenance problems; corrects or directs the correction and repair of Agency facilities and equipment problems.
- Coordinates and, responds to, and serves as first point of contact for all urgent and after-hour emergency maintenance/service requests, including the performance of minor repairs or coordination of services as needed.
- Manages and oversees outside contractors in support of the maintenance activities related to the Agency's office building(s), parking lots, landscaping, equipment and fleet management; monitors certificates of insurance including reporting, audit compliance, contract closeout/renewal and coverage needed.
- Schedules and performs regular safety and preventative maintenance inspections and of the Agency's office building(s) and parking lots, and facilities.
- Prepares written specifications for facilities maintenance and repair services; prepares bid packets; identifies bidders for bid list; reviews submitted bids and awards; organizes and monitors delivery and coordination of contracted services.
- Assists in the development and prioritization of a multi-year capital projects schedule related to the optimization of the Agency space planning needs, capital needs assessment and renovation projects.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the work unit.
- Participates as a member of the Agency's Safety Committee and the Emergency Response Team; works directly with department representatives to plan and conduct safety drills and implement needed safety corrections.
- Maintains accurate manual and computerized logs and records of work performed and materials and equipment used; prepares reports (e.g., requisitions, accident reports, etc.) as required.

- Works closely with immediate supervisor to support all facilities activities, including office building(s) and parking lots, work order coordination and database management, invoice coding and approval, daily office operations and maintain office records and provide general support services to Agency staff.
- Manages, coordinates and approves the assignment of offices/cubicles with IT, Human Resources (HR) and other departments to implement necessary assignments and/or changes. Plan and be responsible for all aspects of office/cubicle moves and supplies needed for such moves including coordinate furniture installations and adjustments in-house or through vendors.
- Identifies and resolves facility compliance issues related to Americans with Disabilities Act (ADA) requirements, Office of Safety and Health Administration (OSHA) requirements, fire code issues, building code requirements, and compliance with Agency standards and policies. Coordinate changes/improvement of work stations/equipment as needed.
- Provides support for the purchase and assembly of general and special order office furniture or equipment; inspect for damage and return items as needed; maintain accurate inventory supplies for such equipment and prepare/submit re-order requests.
- Oversees the Agency fleet maintenance service schedule, drop off/pick up, vehicle wash, fuel and assign to staff as requested; assess replacement needs and purchase new vehicles and dispose of aged vehicles as needed.
- Participates in budget development and administration for assigned area of responsibility; identifies and analyzes proposed capital, operating, and maintenance expenditures and evaluates budget impact; tracks and monitors expenditures in assigned area.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

An associate degree with coursework in project management, construction management, public administration or related field, and four (4) years of increasingly responsible experience in administering a preventative, facilities maintenance program.

Licenses and Certifications:

Possession of or the ability to obtain and retain a valid California Driver License and a driving record acceptable to the Agency.

Knowledge of:

- Principles, theories, and standard practices of maintenance and operations programs as they apply to maintenance and repair of structures, machinery, and equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility
- Principles and practices of contract administration and evaluation.
- Agency purchasing and supply ordering policies and procedures, and procurement requirements of the US Department of Housing and Urban Development (HUD) and the state of California.
- Budget preparation, monitoring and expenditure control
- OSHA and ADA requirements, state and local building codes and fire codes.
- Vendor management, including training and performance management and evaluation.
- Occupational hazards and safety equipment and practices related to the work.
- Modern office practices, methods, and computer equipment and basic software.
- Principles and procedures of record-keeping and reporting.
- Safe driving rules and practices.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Organize own work, set priorities, and meet critical time deadlines.
- Identify building maintenance needs and take corrective actions.
- Perform duties in a manner to maximize the safety of Agency staff and the public.
- Maintain accurate logs, records, and basic written records of work performed.

- Correctly interpret and apply the policies, procedures, laws, and regulations pertaining to assigned programs and functions.
- Forecast and prepare budgets including, accurate determination of project material needs; recommendation of necessary purchases.
- Analyze complex technical challenges, evaluate alternatives, and implement creative and sound alternatives.
- Understand and follow oral and written instructions.
- Follow department policies and procedures related to assigned duties.
- Make basic accurate arithmetic calculations.
- Operate modern office equipment including computer equipment and software.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in and around Agency buildings and facilities, to operate a motor vehicle and drive on surface streets; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces and around machines, to climb and descend ladders, and to operate varied hand and power tools and equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in and around buildings and facilities and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes/odors. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.