

CITY OF CHATTANOOGA
Classification Specification Title: Manager Facilities Operations

Department: Public Works

Pay Grade: GS.13

Supervision Received From: Division Manager of Facilities

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 9/16/16

Revision Dates: 4/16/25;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for managing the daily facilities operations of building maintenance, cleaning, and security. Duties include, but are not limited to, developing long and short-range plans for maintenance of facilities and equipment in keeping with the sustainability goals of the City and according to industry standards and best practices; scheduling and tracking preventative maintenance, and promoting a high level of customer service across all operational areas. Work is performed with general direction, working from broad goals and policies.

SERIES LEVEL: Manager, Facilities Operations is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises staff to include prioritizing, and assigning responsibilities; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment, and making hiring, disciplinary, and termination recommendations.

Manages the day-to-day operations and activities of building maintenance, cleaning and security, which includes developing, maintaining, administering and implementing standard operating procedures; standards and procedures for the sustainability goals for the City, quality assurance standards, policies, goals, objectives, work plans and workflow; ensuring procedures and equipment meet operational performance requirements and programs and determining the cost effectiveness of repairing versus replacing equipment.

Estimates cost to complete jobs and maintains various electronic and paper records and files of time, labor and materials used in projects.

Oversees division compliance with applicable safety regulations, standards, procedures, and practices; plans and implements related safety and technical training; leads the development of written procedures for facility maintenance and safety activities.

Manages and oversees the maintenance and repair of equipment, electrical and mechanical systems; projects to improve efficiency and ensure facilities meet environmental, health and security standards and comply with government regulations and the preparation and maintenance of applicable records, reports, and/or other related documentation.

Develops preventative maintenance and long-range corrective maintenance plans to improve operations and prepares for, schedules, and tracks all planned maintenance.

Implements and enforces best practices; ensures that all contractors and employees practice safe and documented handling of refrigerants and other restricted or hazardous substances in accordance with local, state and federal laws and regulations.

Provides technical expertise to staff, and performs inspections of City facilities and related areas to identify potential problems, code violations, hazardous situations, or required repairs.

Develops, administers and monitors the division budget, including capital improvement budgets; allocates resources and approves expenditures, including contracted services.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, email or other programs.

Collaborates with internal departments, task forces, advisory groups, the general public, external agencies, contractors, attorneys, and/or other interested parties to coordinate activities, review work, exchange information and resolve problems.

Collects and analyzes a variety of complex data and information related to facility operations and activities; performs statistical analysis and summarizes findings in applicable reports or other communication mediums.

Uses, carries and answers cell phone calls for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS: High School diploma or GED and five (5) years of progressively responsible experience in building maintenance in at least two (2) of the following areas of maintenance: electrical work, HVAC, plumbing, welding, carpentry, construction, or general building maintenance, supplemented by four (4) years of supervisory experience; or any combination of equivalent experience and education.

Bachelor's Degree in facility management or related field preferred.

LICENSING AND CERTIFICATIONS: If a City vehicle is operated, then a valid driver's license is required.

SUPPLEMENTAL INFORMATION:

Knowledge of managerial principles; work scheduling principles; applicable tools and equipment of the trade; building maintenance, cleaning, and security principles, procedures, and methods; applicable federal, state and local laws, ordinances, codes, rules, regulations, standards, policies and procedures; occupational hazards and related safety precautions; basic construction practices; industry standards and specifications; recordkeeping principles and budgeting principles.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing, scheduling and assigning work; reviewing, classifying, categorizing and analyzing data; performing mathematical calculations; using applicable tools and equipment of the trade; reading blueprints, schematic drawings and/or construction drawings; developing and administering budgets; inventorying and purchasing materials, equipment, supplies; interpreting and applying policies, procedures, codes, laws, and regulations; analyzing situations, identifying alternative solutions, projecting consequences of actions and implementing recommendations.

Handling multiple tasks simultaneously; investigating and resolving potentially hazardous situations; training staff on work methods and procedures; using various computer software programs such as email, spreadsheet and word processing to complete work; preparing and maintaining a variety of reports and records; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS: Positions in this class typically require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT: Light Work: Exerting up-to 20 pounds of force occasionally and/or up-to 10 pounds of force frequently and/or a negligible amount 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 may be subjected to moving mechanical parts, electrical currents, vibrations, fumes, odors, dusts, gasses, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, workspace restrictions, intense noises, and travel.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.