

Title: Maintenance Supervisor

Job Code: 8168

Pay Range: 323

FLSA Status: Exempt - Executive/Supervisory

Employee Group: MERC Non-Represented

Established:

Revised: May 2007; May 4, 2015

EEO Category: Officials/Administrators

CLASSIFICATION DESCRIPTION

Supervise and coordinate the work of staff and contractors involved in building and grounds maintenance. Assist in the implementation of policies, programs and services to ensure effective utilization of resources and regulatory compliance.

DUTIES AND RESPONSIBILITIES

1. Supervises and coordinates staff involved in all aspects of building maintenance, including planning, organizing and coordinating workloads and assignments, and coaching and evaluating performance.
2. Develops and implements facility inspections and inventory controls to ensure all building repairs and needs are met.
3. Maintains the facility's lock and key management system; documents, issues and tracks keys for staff and event requirements. Repairs and adjusts door hardware as necessary.
4. Facilitates and oversees the work of maintenance-related service contracts.
5. Coordinates and supervises the work of vendors and contractors; coordinates activities with clients, exhibitors, vendors, contractors and other departments to ensure services are appropriate and performed in an efficient and timely manner.
6. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
7. Provides strategic support, including input to the planning process for short- and long-term goals. Responsible for carrying out strategic initiatives.
8. Assists with material, supply and equipment needs, including surplus and proper storage.
9. Assists with budget preparation and capital projects for assigned areas.
10. Assists in the development and implementation of policies, practices and procedures.
11. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records for business needs and per archiving requirements.
12. Ensures practices, policies and priorities of assigned projects and functions are followed; assists with monitoring and evaluating processes, methods and procedures.
13. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.
2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- High School Diploma or GED and
- Specialized training in building maintenance and
- A minimum of three (3) years of experience in building maintenance and
- A minimum of two (2) years of lead or supervisory experience or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Current driver's license and driving record sufficient to be insured by Metro insurance carrier
- May be required to obtain a current and valid forklift certification

Knowledge, Skills and Abilities:

- Building and grounds maintenance processes, considerations, equipment and supplies
- Pertinent federal, state and local laws, codes and regulations that affect and impact work
- General locksmith duties
- Use of various hand and power tools
- Manage staff and resources in an effective and efficient manner
- Guide, direct, motivate and discipline staff effectively
- Analyze information and use logic to resolve issues and problems
- Read and interpret schematics, drawings and blueprints

- Establish and maintain cooperative working relationships with all persons contacted in the course of work
- Use Windows-based computer systems, including knowledge and experience with computer maintenance management software (CMMS) systems as it applies to facility maintenance
- Communicate clearly and concisely, both orally and in writing
- Interpret and apply administrative and departmental policies and procedures, facility operational procedures and union agreements
- Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Work nights, weekends and holidays
- Perform all position essential duties and responsibilities
- Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability
- Work assigned schedule and exhibit regular and predictable attendance
- Work in a safe manner and follow safety policies, practices and procedures
- Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate

Additional Requirements:

- Successfully pass the background check and screening requirements required for the position

SUPERVISION EXERCISED

This position functions primarily as a first-line supervisor, ensuring subordinate staff have clear work direction and guidance. The incumbent is responsible to carry out the full spectrum of supervisory responsibilities in accordance with the agency's policies and applicable laws. Responsibilities include hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

A variety of hand and power tools and office equipment, such as computer, phone and radios.

WORK ENVIRONMENT

- Continuously required to hear and/or respond to verbal/audio cues; see and/or respond to visual cues
- Frequently required to read computer monitors; stand and/or walk for extended periods of time; twist and/or bend; stoop, kneel, crouch or crawl; reach with hands and arms; perform repetitive motions of hands and wrist
- Occasionally required to lift, push, pull and/or carry objects up to 10 pounds

- Rarely required lift, push, pull and/or carry objects up to 50 pounds; exposed to toxic or caustic chemicals; blood or other human bodily fluids

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.