

Classification description



Title: Facilities Maintenance Technician
Job Code: 0053
Pay Range: 12N
FLSA Status: Non-exempt

Employee Group: AFSCME 3580
Established: 12/2013
Revised: 3/2019
EEO Category: Service-Maintenance

DESCRIPTION

Perform a variety of manual to semi-skilled to skilled maintenance, repair and improvement tasks for assigned Metro facilities, grounds, fleet, equipment and systems. Responsibilities include basic carpentry, HVAC, plumbing, mechanical, phone system, locksmith and landscaping duties, and facility support functions, such as furniture moves and responding to requests for assistance. May also work with and/or coordinate/oversee the work of contractors.

DISTINGUISHING FEATURES

The Facilities Maintenance Technician is the second level of the classification series and is distinguished from the Facilities Maintenance Worker by performing more complex tasks; providing training and direction to Facilities Maintenance Workers and others as assigned; and coordinating/overseeing the work of contractors. It is distinguished from the Facilities Maintenance Specialist by performing less complex tasks, performing more direct maintenance work and assisting with tasks under the oversight of the specialist classification.

In collaboration with the supervisor, may also facilitate requests for maintenance assistance, address quality issues, coordinate operations with custodial, security and other departments, and respond to problems and safety issues.

DUTIES AND RESPONSIBILITIES

1. Performs all duties of the Facilities Maintenance Worker classification.
2. Performs maintenance, repair and troubleshooting of all MRC campus location systems; HVAC, fire suppression and alarm, electrical, plumbing, phones and phone switchgear, lighting, BMS controls, elevators, security access and CCTV, furniture, fixtures and office equipment, landscaping, commercial kitchen equipment, automatic doors and gates and building facade and roof.
3. Regularly performs skilled carpentry, painting, locksmithing, small equipment repair, assembly of systems furniture, and operation of building system controls software.
4. Assists with and performs duties associated with projects and improvements both indoors and outdoors, such as repairs, preventive maintenance, and general upkeep for the building, grounds and fleet vehicles. Works with various systems such as voice mail and lighting and HVAC systems. Communicates and works with management, staff and contractors; provides recommendations.
5. Participates as a team member working with and overseeing contractors who perform work on campus such as construction, landscaping electrical repairs, HVAC repairs, fire suppression system repairs and telephone system repairs.

6. Assists with all furniture moves, space reconfigurations and minor tenant improvement projects as needed. Moves, maintains, repairs and assembles/builds furniture.
7. Prepares and posts items for surplus on auction web sites and coordinates with buyers to view and pick up purchased items.
8. Assists with maintenance, repair and operation of program tools and equipment; power tools, snow blowers, landscaping equipment, pressure washers, generators, and air compressors.
9. Assists with ensuring Metro's fleet is maintained properly. Monitors condition of vehicles and performs minor repairs and maintenance as needed.
10. Collaborates with Information Services, CPMO, management and staff regarding campus maintenance projects and space related issues. Assists with computer workstation moves as needed.
11. Purchases and assists in maintaining inventory of maintenance supplies.
12. Assists with scheduling and prioritizing maintenance and repair needs for the campus.
13. Assists with developing and maintaining schedules and records to ensure proper maintenance and documentation of service performed.
14. Provides general customer service, such as providing directions and answering questions. Responds to inquiries and complaints of staff and building occupants regarding facilities and services provided campus wide; ensures information is provided and problems are resolved in a timely and courteous manner.
15. Builds and maintains collaborative, working relationships with department staff and other Metro employees, as appropriate. Actively participates on committees and/or attends meetings as appropriate.
16. Responds to various urgent maintenance issues, building emergencies and weather-related issues. These may include power outages, building system failures, floods, ice and snow. Reports to work as essential personnel regardless of building closures.

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

- Two years of intermediate to advanced maintenance, repair or construction experience similar to the position duties and responsibilities or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Valid driver's license and the ability to be insured by Metro's insurance carrier

Must obtain within 60 days of starting work:

- Blood Borne Pathogen Training
- Emergency and Safety Procedures Training
- HAZMAT Awareness Level Training

Knowledge, Skills and Abilities

- Basic preventative maintenance for automobiles
- Basic carpentry skills and ability to operate hand tools
- Basic safety and fire codes related to room setup
- Working knowledge of electricity, landscaping, building maintenance and mechanics
- Standard maintenance practices, procedures and techniques
- Perform a variety of tasks involving lifting and moving heavy objects
- Respond to customer inquiries in an accurate, responsive manner
- Word processing, spreadsheet and email applications, preferably within the Microsoft Office Suite
- Detail-oriented with the ability to be flexible, manage multiple tasks and shifting priorities, work under pressure and meet deadlines
- Work independently, be self-directed and work as a member of a team
- Maintain accurate records of building operations activities
- Establish and maintain effective working relationships with contractors, the general public, and other Metro staff
- Understand and follow verbal and written instructions at a level sufficient to perform the essential functions
- Understand and calculate basic arithmetic

- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift
- Properly and safely operate tools and equipment used in performance of duties
- Work on ladders and in all weather conditions
- Work quickly and efficiently
- Perform customer service and respond to emergency situations
- 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
- Successfully pass the background check and screening requirements required for the position

SUPERVISION RECEIVED

Supervision is received from a supervisor or manager. Work direction may be received from the Facilities Maintenance Specialist.

SUPERVISION EXERCISED

Provides training and direction to Facilities Maintenance Workers and others as assigned; and coordinates/oversees the work of contractors.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Uses hand and power-operated tools and equipment, such as saws, drills, air compressors, paint sprayers and other equipment and tools necessary for carpentry, plumbing, mechanical and basic building repair duties.

Gloves, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

This position requires the ability to perform those activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. This is a highly physical position with potential exposure to chemicals, dust, fluids and bio-hazardous waste, and noise; and may include some limited exposure to contaminated areas, enclosed spaces, at heights, indoor and outdoor locations under inclement weather, and other adverse conditions. This position will frequently require the ability lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift.

Classification description



As necessary to meet workload demands, may work outside of typical schedule including evening/weekend hours and holidays as assigned.

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.