

Classification Description



Title: Asset Services Supervisor
Department: WPES
Job Code: 1334
Pay Grades: 539
FLSA Status: Exempt

Bargaining Unit: Non-represented
Established: 07/2022
Revised:
EEO Category: Professionals

CLASSIFICATION DESCRIPTION

This position will provide direct management and supervision to the maintenance team and an administrative specialist in the Waste Prevention and Environmental Services Department (WPES). Responsible for developing and managing facility, equipment, and fleet maintenance and asset management program to ensure WPES' seven facilities are well maintained. This position will balance preventative maintenance with repairs and prioritize maintenance requests including developing a customer service process to ensure customer satisfaction.

DISTINGUISHING FEATURES

This is a single unit classification distinguished by the increased levels of responsibility, supervision of assigned staff, reporting structure, planning and budget responsibility.

DUTIES AND RESPONSIBILITIES

1. Supervises daily functions of maintenance and asset management teams. Responsibilities include performing and supervising preventive maintenance and repairs to the HVAC, building automation controls (BAS), refrigeration, mechanical, plumbing and electrical systems. Also responsible for preventative maintenance and repairs for stationary industrial and manufacturing equipment and heavy equipment. Assigns work, evaluates performance and provides professional development (mentorship, coaching, and training of processes and best practices) to the team of employees performing these services.
2. Develops and maintains a preventative and responsive maintenance program that ensures priority needs are addressed while project and program areas meet schedules and budgets. Develops and documents preventative maintenance schedules in asset essentials. Ensures work is completed through assigned staff and coordination with transfer station operations and other contractors. Develops and maintains fleet maintenance, ordering and usage processes. Develops and adheres to a maintenance prioritization process.
3. Provides contract management and coordination for maintenance related contracts including fire suppression, storm water, electrical, generator, fuel supply, HVAC, plumbing, heavy equipment and other building systems. Supervises contractor work to ensure repairs are completed appropriately.
4. Develops a customer service plan and relationships with building users at RID, Paint, Metro South and Metro Central facilities. Leads maintenance meetings with internal building users and contractors such as transfer station operators. Prioritizes repair projects to meet customer's urgent need without alienating building users.

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5. Performs budget related duties for assigned section. Provides research and recommendations to the Asset and Environmental Stewardship Director for operational and capital budget process. Monitors service levels, labor costs, products and prices to help ensure compliance to established budget and to provide input to budget formulation and service planning; prepares cost/project estimates and contract management.

It is the responsibility of all Metro employees to:

1. Actively participates on committees and/or attends meetings as assigned.
2. Fulfills Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability.
 - Builds and maintains positive relationships and contributes to a positive team atmosphere; engages others in ways that foster respect and trust.
 - Encourages and appreciates diversity in people and ideas – seeks to understand the perspectives of others.
 - Provides excellent customer service – assists the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations.
 - Practices continuous improvement - researches new possibilities, contributes ideas and stays current in field of work.
 - Demonstrates sustainable practices in applicable field and generally for resource use and protection.
 - Works assigned schedule (if applicable) and exhibits regular and predictable attendance.
 - Works in a safe manner and follows safety policies, practices and procedures.
 - Complies with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate.
3. Performs assigned duties during an emergency situation.
4. Performs other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Work Experience:

- Associate's degree or equivalent and,
- Four years of directly related experience within the solid waste industry such as transfer stations or landfills and,
- Three years of supervisory experience and,
- Possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier or,

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- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Knowledge, Skills and Abilities:

- Knowledge of effective management, including team building, personnel supervision, mentoring, training and performance evaluation.
- Knowledge of facility maintenance and management practices, utility maintenance, skills utilized in facility maintenance, and all local building codes and other applicable laws and regulations.
- Knowledge of principles and practices, and the legal requirements, regulations and laws applicable to area of assigned responsibility.
- Knowledge and expertise in areas of facility infrastructure maintenance and use of computerized maintenance management systems (CMMS).
- Knowledge of budget administration and expenditure control.
- Knowledge of computer software programs: Microsoft Outlook, Teams, SharePoint, Word, Excel.
- Skills to provide technical expertise, project management and apply troubleshooting skills as they relate to facility maintenance and oversight.
- Ability to design, develop and continually improve maintenance and asset management programs.
- Ability to provide planning, leadership and technical oversight in developing goals and objectives for assigned area.
- Ability to review and evaluate work performed by staff and contractors for quality, and recommend repair or modification to ensure work is performed to the standard expected.
- Ability to maintain safety programs, stay current with regulation and industry practices, and conduct training.
- Ability to identify deficiencies in the facility and develop solutions for correction of deficiencies.
- Ability to schedule and implement tasks and activities of staff.
- Ability to lead teams and resources in an effective and efficient manner.
- Ability to establish and maintain working relationships with staff across all departments to accomplish the goals of the department.
- Ability to use good judgement and make sound decisions in a fast paced environment.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to analyze and evaluate operational effectiveness.
- Ability to read and review architectural blueprints and technical specifications.

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- Ability to be flexible and adaptable to changing and competing priorities.
 - Ability to maintain confidentiality and discretion with sensitive matters.
 - Ability to perform essential duties and responsibilities.
 - Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
 - Ability to successfully pass the background check and screening requirements if required for the position.

SUPERVISION RECEIVED

- Supervision is received from a program director or manager.

SUPERVISION EXERCISED

- Full supervisory authority to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline, or to adjust grievances.

TOOLS AND EQUIPMENT USED; PROTECTIVE CLOTHING

- All standard office equipment including but not limited to computer, printer and copy machines.
- Computer software related to the position.
- Uses hand and power-operated tools and equipment, such as saws, drills, air compressors, ladders, paint sprayers and other equipment and tools necessary for carpentry, plumbing, mechanical and basic building repair duties.
- Gloves, hard hat, boots, vests, mask, and other personal protective devices and equipment are required while performing some tasks and moving around the site.

WORK ENVIRONMENT

- Work is sometimes performed in an office environment, with frequent interruptions and irregularities in the work schedule.
- Highly physical position with potential exposure to chemicals, odors, 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.
- Lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift.
- Frequent reaching, walking, standing, lifting, stooping, or carrying of equipment and materials may be required.
- Occasional work over 40 hours per week and the ability to respond to after hour emergencies.

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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 duties.