

Classification Description



Title: Facilities Maintenance Specialist
Department: WPES and Capital Asset Management
Job Code: 0045
Pay Grade: 16
FLSA Status: Non-exempt

Bargaining Unit: AFSCME 3580
Established: February 2019
Revised: October 2022
EEO Category: Service Maintenance

DESCRIPTION

Performs a variety of tasks to ensure Metro workspaces, grounds and structures meet the needs of organization. Responsibilities include project management, vendor selection and oversight, and the performance of manual to semi-skilled to skilled maintenance, repair and improvement tasks for assigned Metro facilities, grounds, and fleet, equipment and equipment systems.

DISTINGUISHING FEATURES

The Facilities Maintenance Specialist is the third level of the classification series and is distinguished from the Facilities Maintenance Technician and Facilities Maintenance Worker by performing the most complex tasks; serving in a lead capacity, and working cooperatively with Facilities Maintenance Technicians, Facilities Maintenance Workers and other on-site teams to manage site specific maintenance, repair and equipment needs, troubleshooting, maintenance projects, contracted work, quality assurance and customer service relationships.

DUTIES AND RESPONSIBILITIES

General maintenance duties for all Facilities Maintenance Specialists:

1. Performs all duties of the Facilities Maintenance Technician.
2. Serves in a lead capacity. Oversees, assigns and schedules the work of the Facility Maintenance Technicians and/or Workers.
3. Provides training and direction on work assignments, procedures, equipment and quality/safety standards for the Facility Maintenance Technicians and/or Workers. Assists with monitoring assignments to ensure completeness and quality; provides corrective guidance as needed. Communicates performance issues to supervisor.
4. Oversees and performs as necessary, and/or assists with duties associated with site-related projects, improvements, repairs, inclement weather, maintenance and emergencies. Prepares scopes of work, procures and coordinates maintenance and repair contracts and assists in contractor selection.
5. Performs skilled carpentry, painting, locksmithing, small equipment repair, assembly of systems furniture, and operates building system controls and other program related software.
6. Schedules and prioritizes daily maintenance issues and repair tasks. Develops schedules and work plans to ensure proper maintenance and service for assigned facility. Coordinates and schedules maintenance and repairs with outside contractors.
7. Assists with ensuring maintenance of and updates to as-build drawings and operations, and procedures manuals.

8. Performs and/or coordinates the maintenance, repair and operation of program tools and equipment such as vehicles, forklifts, golf carts, power tools, snow blowers, landscaping equipment, pressure washers, generators, air compressors and mechanical systems at assigned facility.
9. Coordinates purchase and inventory of maintenance and repair supplies.
10. Provides general customer service, responds to inquiries, complaints and requests for help, provides direction and builds and maintains collaborative, working relationships with department staff and other Metro employees.
11. Actively participates on committees and/or attends meetings as appropriate.
12. Responds to urgent maintenance issues, building emergencies and weather-related issues as needed; may be called in to do so.
13. Works collaboratively with other departments and teams when their input is needed on-site for maintenance and repair issues and/or ongoing projects.
14. Maintains and exhibits discretion with confidential and/or sensitive information.

Specific responsibilities for positions assigned to the **Capital Asset Management** Department:

1. Conducts space audits to determine usage and feasibility of changes.
2. Supports site space planning efforts and applies tenets of Site Space Policy.
3. Works cooperatively with Building Operations manager to develop and execute minor tenant improvement projects, maintenance and repair plans, and changes to office and workstation configurations to meet site, staff and space needs.
4. Oversees and performs maintenance, repair, troubleshooting and technical evaluations of all campus systems including 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.
5. Coordinates and manages all furniture moves, space reconfigurations and minor tenant improvement projects as needed, develops scopes of work, move and installation schedules and coordinates and oversees contractors. Maintains, repairs and assembles/builds furniture. Maintains inventory of spare furniture and equipment in storage in a neat and organized fashion. Oversees timely surplus and/or disposal of unneeded furniture and equipment.
6. Coordinates and manages all furniture requests and orders. Works with vendor to develop workstation configurations and floor plans, selects furniture and places orders. Works with vendors to develop and implement installation of furniture, fixtures, phone/data and electrical cables, window coverings, carpet, paint and other site equipment. Schedules and manages contractors, movers and installers for various projects.
7. Serves as a resource to other Metro sites and venues regarding furniture, surplus, and space needs. Provides assistance and direction as needed.
8. Maintains documents associated with building/site projects, moves and furniture reconfigurations.

9. Manages surplus property as needed at assigned facility.
10. Provides oversight and assistance with assigned facility space planning needs.

Specific responsibilities for positions assigned to the **Waste Prevention and Environmental Services (WPES)** Department:

1. Oversees and performs maintenance, repair, troubleshooting, and technical evaluations of facility systems including HVAC, electrical, plumbing and building envelopes.
2. Performs maintenance, repair, and troubleshooting for heavy equipment and stationary industrial and manufacturing equipment.
3. Perform additional maintenance duties specific to garbage and recycling transfer stations such as hydraulic oil sampling, filter changes on small HVAC equipment, filter changes and cleaning the Clarus water quality treatment system and trouble-shooting compressors and specialized equipment.
4. Serve as a facility superintendent. Assess situations, identify repair needs, use and supervise available contractors. Ensure quality work is completed.
5. Maintains documents associated with building/site projects.
6. Respond to on-site emergencies.

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:

- High school diploma or G.E.D. and,
- Three years of experience working in facilities or a related field and,
- Valid driver's license and the ability to be insured by Metro's insurance carrier or,
- Any combination of experience, education and training which provides the equivalent scope of knowledge, skills and abilities necessary to perform the essential job duties.

Special Requirements:

Must obtain within 60 days of starting work:

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

Knowledge, Skills and Abilities:

- Knowledge of basic carpentry skills and ability to operate hand tools.
- Knowledge of basic safety and fire codes related to room setup.
- Knowledge of electricity, landscaping, building maintenance and mechanics.
- Knowledge of standard maintenance practices, procedures and techniques.
- Skill in performing a variety of tasks involving lifting and moving heavy objects
- Skill in word processing, spreadsheet and email applications, preferably within the Microsoft Office Suite.
- Ability to respond to customer inquiries in an accurate, responsive manner.
- Ability to be detail-oriented and flexible, managing multiple tasks and shifting priorities, working under pressure and meeting deadlines.
- Ability to work independently, be self-directed and work as a member of a team.
- Ability to maintain accurate records of building operations activities.
- Ability to establish and maintain effective working relationships with contractors, the general public, and other Metro staff.
- Ability to understand and follow verbal and written instructions at a level sufficient to perform the essential functions.
- Ability to understand and calculate basic arithmetic.
- Ability to properly and safely operate tools and equipment used in performance of duties.
- Ability to work quickly and efficiently.
- Ability to perform customer service and respond to emergency situations.
- 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.

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- Ability to successfully pass the background check and screening requirements if required for the position.

SUPERVISION RECEIVED

- Supervision is received from a Supervisor or Manager.

SUPERVISION EXERCISED

- Serve in a lead capacity. Lead duties typically include new employee orientation, training, direction on work procedures and performance standards, assigning and overseeing work, following up on assignments, scheduling and providing input to the supervisor regarding hiring and performance evaluation; may participate in the screening and interview process.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- Standard office environment is used when in the office. 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.
- Work on ladders and in all weather conditions.
- Gloves, hard hat, boots, vest, masks and other personal protective devices and equipment are required while performing some tasks.

WORK ENVIRONMENT

- This is a 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.
- This position will frequently require the ability to lift and carry up to 50 lbs. without assistance; occasionally up to 100 lbs. with a two-person lift.
- As necessary to meet workload demands, works outside of typical schedule including evening/weekend hours. Work may require travel to off-site locations.

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.