

## **MANAGER, FACILITIES SUPPORT SERVICES**

### **DEFINITION**

Under general direction, plans, organizes, manages, administers, coordinates and directs the administrative activities of the Facilities Planning & Management Department, including customer service, human resources, workers' compensation, and financial administration such as support for all bond and State capital outlay projects; assists in coordinating assigned activities with outside agencies and the public; provides highly complex and responsible support to the Director, Facilities Planning & Management in areas of expertise.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director, Facilities Planning and Management. Exercises direct and general supervision over assigned staff.

### **CLASS CHARACTERISTICS**

This is a management-level classification that is responsible for managing the administrative functions of the Facilities Planning & Management Department. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director, Facilities Planning & Management in a variety of areas. Successful performance of the work requires an extensive professional background, as well as, skill in coordinating departmental work. This class is distinguished from the Director, Facilities Planning & Management in that the latter has overall management responsibility for District-wide facilities and maintenance programs, services, and activities.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Plans, manages, and oversees the daily functions, operations, and activities of the facilities support services unit, including customer service, human resources, workers' compensation and financial operations.
2. Participates in the development and implementation of goals, objectives, policies, and priorities for assigned unit; recommends, within departmental policy, appropriate services and staffing levels and resources; recommends and administers policies and procedures.
3. Participates in the development, administration, and oversight of the assigned budget.
4. Assists in the development of the comprehensive Facilities Master Plan; advises senior and executive management on strategic facilities planning, facility use, and other matters; ensures the department's master plan remains consistent with goals, objectives, and the overall strategic plan of the District.
5. Provides administrative support to department managers related to customer service, human resources, workers compensation, fiscal, and other administrative functions;

researches issues and evaluates alternatives and makes sound recommendations for resolution.

6. Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned program, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director, Facilities Planning & Management.
7. Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Director, Facilities Planning & Management.
8. Maintains and directs the maintenance of working and official program files and program website.
9. Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
10. Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Director, Facilities Planning & Management.
11. Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
12. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
13. Establishes, implements, and fosters an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility (DEISAA).
14. Oversees, leads, and provides high-level customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Utilizes critical thinking, decision-making, and problem-solving skills with tact, confidence, and diplomacy.
16. Implements, enforces, supports, and abides by federal, state, and local policies and Board Policies and Administrative Procedures.
17. Participates in and supports employee participation on committees, task forces, and special assignments, including, but not limited to, Screening and Selection Committees, mandated trainings, and DEISAA related trainings as required.
18. Prepares and delivers DEISAA-minded presentations related to assigned areas as required.
19. Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a DEISAA academic and work environment.
2. Administrative principles and practices, including goal setting, program development, implementation, and evaluation.

3. Budget development, administrative practices, and program management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs.
4. Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
5. Basic principles and practices of public administration, including governmental accounting and public human resource administration.
6. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned programs, projects, and operations.
7. Methods and techniques for the development of presentations, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
8. Principles and procedures of record keeping.
9. Modern office practices, methods, and computer equipment and applications.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills & Abilities to:**

1. Implement, advocate for, and communicate the College's vision and commitment to creating a DEISAA academic and work environment.
2. Oversee and address gaps in DEISAA in the recruitment and retention of faculty and staff.
3. Critical thinking and decision-making through observing, analyzing, inferring, communicating, and problem-solving in challenging situations with tact, confidence, and diplomacy.
4. Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for assigned program.
5. Provide administrative and professional leadership and direction for assigned program.
6. Prepare and administer budgets; allocate limited resources in a cost effective manner.
7. Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
8. Plan, organize, direct, and coordinate the work of assigned personnel; delegate authority and responsibility.
9. Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
10. Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
11. Effectively administer support services programs, projects and activities.
12. Effectively represent the District and the department in meetings with various educational, business, professional, regulatory, and legislative organizations.

13. Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
14. Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
17. Operate modern office equipment including computer equipment and specialized software applications programs.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to graduation from a regionally accredited four-year college or university with major coursework in finance, accounting, business or public administration, or a related field, and
2. Five (5) years increasingly responsible administrative experience which has included fiscal management and program planning, development and administration, preferably in a facilities/maintenance environment, three (3) years of which must be at the supervisory level.

**Desirable Qualifications:**

1. Proven track record of implementing or overseeing programs or policies relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institutions (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI); OR
2. Proven track record of participating in programs relating to diversity, equity, inclusion, anti-racism, and accessibility, preferably in institutions serving minoritized populations such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institutions (AANAPISI).

**Licenses and Certifications:**

Possession of and ability to maintain a valid California Driver's License.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is

primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Amended: 8/2023