



JOB FAMILY CONCEPT

This family consists of six levels of facilities services supervisor work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Administrative Management job family by having a primary responsibility of supervising maintenance, operations and utilities facilities trade functions that generally are performed within a campus facilities services unit. It is distinguished from the Campus Services job family by a primary responsibility of supervising facilities services skilled trade functions and employees performing these functions rather than campus service functions. Positions in this family direct, manage, supervise and coordinate facilities services activities and operations including the following:

- Staff and operations supervision
- Strategic and long range planning and implementation
- Analysis and interpretation of rules and regulations
- Creating and managing budgets

Positions in this family manage work units responsible for facilities services and trade activities. This family provides unit management, technical expertise and guidance in several areas including:

- Utilities
- Carpentry/Painting
- Electrical
- HVAC
- Plumbing/Sprinkler/Fire Systems
- Building/Housing
- Asbestos
- Custodial Services
- Grounds/Landscaping
- Labor
- Vehicle and Equipment Repair
- Warehouse Activities
- Transportation

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function.

- Direct/manage/supervise staff
- Guide and manage staff in facilities services related matters
- Provide in depth analysis and interpretation of information that is gathered/received



- Authorized to commit the organization to expenditures
- Develop and implement rules, regulations, processes, policies, and procedures
- Accountable for assets, equipment and human resources
- Ensure safe work practices are followed
- Ensure compliance with applicable rules, regulations, contracts, processes, policies, procedures, codes and licenses
- Develop and manage budgets and reports
- Create and implement long range and strategic plans
- Evaluate current projects and determine future project needs
- Manage project activities
- Prepare emergency action and contingency plans
- Required to be available for emergency call back and respond to incidents after hours

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity, accountability and degree of independence increases. Higher levels of accountability may include responsibility for equipment, buildings, large staff, and critical systems. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level. Additional education or experience may be desirable for some positions.

Level 1
PCLS: 04201

Grade 76
Non-Exempt

Descriptors

Work is performed under general supervision. Lead** and coordinate a single facilities services trade function within a unit. Inspect facilities for work completed by custodial contractors. Ensure compliance with applicable rules, regulations, processes, policies, and procedures. Perform training and evaluate performance of contractors. Typically leads** employees through contract supervisors.

Knowledge, Skills, and Abilities

Knowledge of custodial work, techniques, equipment and practices. Industry knowledge of trade including: custodial operations, construction, maintenance, or security. Working knowledge of OSHA regulations, blood borne pathogens and hazardous materials handling. Knowledge of general sanitation and cleaning codes. Strong organization, communication, and customer service skills. Ability to interpret and apply contracts. Ability to lead**.

Education and Experience

One year experience in relevant trade or an equivalent combination of training and experience.



Level 2

PCLS: 04202

*****Alternate PCLS: 09140**

**Grade 77
Non-Exempt**

Descriptors

Work is performed under intermittent supervision. Lead** and coordinate a single facilities services trade function within a unit that is small in complexity* AND scope*. Respond to problems on campus that require immediate action. Accountable for safety of unit. Inspect equipment and/or facilities for work completed by employees. Maintain security of facilities while performing after-hours work. Ensure compliance with applicable rules, regulations, processes, policies, and procedures. Perform training and evaluate performance of employees. Maintain inventory of supplies. Identify new services and opportunities for process improvement. May create, forecast and manage budgets. Typically a first-line supervisor**.

Knowledge, Skills, and Abilities

Same as level one, plus: Knowledge of industry standards regarding appropriate time completion per square footage. Attention to detail skills. Strong oral and written communication skills. Basic computer skills. Ability to interpret and apply collective bargaining agreements. Ability to supervise** and manage budgets.

Education and Experience

Combined three years supervisory and work experience in relevant trade(s), or an equivalent combination of training and experience.

Level 3

PCLS: 04203

*****Alternate PCLS: 09150**

**Grade 79
Exempt**

Descriptors

Work is performed under administrative supervision. Direct a single trade function, unit or shop that is moderate in complexity* OR scope* OR may direct multiple less technical and complex units. Positions at this level lead** or supervise** employees, and prioritize multiple non-critical projects or operations within a unit. Provide day-to-day guidance, training and direction to staff, activity, program or project. Grant and/or deny exceptions and ensure compliance with applicable rules, regulations, processes, policies, and procedures. Ensure safe work practices are followed. May assess and recommend programs, plans, specifications, and changes. May perform budget management functions.

Knowledge, Skills, and Abilities

Same as level two, plus: Knowledge of and the ability to interpret and apply rules and regulations related to facility services operations. Applicable industry knowledge of trades including: architecture, building plans, carpentry, construction, electrical, engineering, hazardous materials, horticulture, HVAC, fleet/equipment, landscaping, logistics, mechanical, operations, painting,



plumbing, power generation, refrigeration, risk management, thermodynamics and their applicable codes. Knowledge of ADA, DOT, OSHA, EPA regulations and codes. Working knowledge of risk management and mitigation principles. Knowledge of database systems. Knowledge and operation of a variety of tools and equipment. Ability to develop and recommend changes. Ability to determine appropriateness of exception requests. Ability to interpret and apply collective bargaining agreements and contracts. Ability to develop budgets.

Education and Experience

Combined four years supervisory and work experience in relevant trade(s), or an equivalent combination of training and experience. A two-year license, certification or degree may be required.

Level 4

PCLS: 04204

*****Alternate PCLS: 09160**

**Grade 80
Exempt**

Descriptors

Work is performed under administrative supervision. Direct a single more technical, critical system trade function, unit or shop that is large in complexity* AND scope* OR direct multiple units or shops that are moderate in scope and complexity. Lead** or supervise** employees. Positions at this level prioritize critical and non-critical projects or operations within a unit(s) which may have significant impact at the campus-level. Plan and perform the administration of multiple program activities/functions, operations and projects. Responsible for defining objectives, priorities and deadlines, and overall outcome and safety of the unit. Authorized to commit the organization to major expenditures and obligations. Assess and recommend programs, plans, and changes. Ensure compliance with regulations, codes, and collective bargaining agreement. Typically will perform budget management and may develop budgets.

Knowledge, Skills, and Abilities

Same as level three, plus: An extensive depth of knowledge within a single trade or a breadth of knowledge in multiple trades. Strong project management skills. Ability to supervise and manage. Ability to direct a complex* unit involving multiple operations, projects and programs. Ability to understand and manage critical systems and functions. Strong planning and problem solving ability.

Education and Experience

Combined seven years progressively responsible supervisory and work experience in relevant trade(s), or an equivalent combination of training and experience. A four-year license, certification, or degree may be required (e.g. Journey-level certification).



Level 5

PCLS: 04205

*****Alternate PCLS: 09170**

Grade 81

Exempt

Descriptors

Work is performed under general direction. Direct multiple critical trade functions, units or shops that are large in complexity* AND scope* and require differing areas of knowledge. Lead** or supervise** employees. Positions at this level prioritize critical needs that have significant impact at the campus-level. Plan and perform the administration of multiple program activities/functions, operations and projects. Responsible for defining objectives, priorities and deadlines, and overall outcome and safety of the unit. Authorized to commit the organization to major expenditures and obligations. Serve as a specialist or expert resource. Assess and develop programs, plans, and changes. Ensure compliance with regulations, codes, and collective bargaining agreement. Resolves project issues and claims and recommends action to mitigate risk. Perform budget management and may develop budgets. May serve as back-up in absence of higher level supervisor.

Knowledge, Skills, and Abilities

Same as level four, plus: Extensive project management skills. Ability to supervise** and manage. Ability to direct a complex* unit involving multiple operations, projects and programs. Expert planning and problem solving ability.

Education and Experience

Combined ten years progressively responsible supervisory** and work experience in relevant trade(s), or an equivalent combination of training and experience. A four-year license, certification, or degree may be required (e.g. Journey-level certification).

Level 6

PCLS: 04206

Grade 83

Exempt

Descriptors

Work is performed under long-range administrative direction. Overall administration and ultimate accountability for all phases of a campus-level facilities, operations, maintenance or utilities unit that is large in complexity* AND scope* with multiple sub-units or shops. Positions at this level prioritize *multiple* conflicting critical needs that have significant impact at the campus-level. Typically a second line supervisor** who directs lower level supervisors. Authorized to commit the organization to major expenditures and obligations. Develop processes, long range and strategic plans, and participate in planning organization wide. Develop and assess programs, and implement plans based on assessment. Accountable for the overall outcome of the unit. Accountable for compliance with regulations, codes, and the collective bargaining agreement.



Knowledge, Skills, and Abilities

Same as level five, plus: Knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations. Knowledge of accepted strategic and long range planning practices and business administration. Knowledge of *multiple* trades. Strong leadership and data analysis skills. Diplomacy skills to deal with internal and external constituencies. Ability to direct multiple, large units involving various operations, projects and programs. Expert problem solving ability.

Education and Experience

Bachelor's degree in relevant field and eight years progressively responsible supervisory** and work experience in a relevant trade, or an equivalent combination of training and experience. Extensive experience in administering and negotiating contracted services. Licensure or certification may be required (e.g. Journey-level certification, Professional Engineering, Boiler's License, Commercial Driver's License).

- * **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. Federal, State and University regulations, State and Federal Hazardous Materials handling, vehicle emission standards, OSHA, EPA, ASME, DEC, ADA, collective bargaining agreement, contract, building codes, electrical, HVAC, carpentry, refrigeration, plumbing codes). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically manage multiple diverse departments, shops, functions and critical systems. Complexity increases as positions more frequently work with these entities.
- * **Scope:** Refers to the impact that a facilities services unit has on the organization, those it impacts, immediacy of the situation, or the size of the organization. Positions with large scope must resolve situations that impact campus-level business activities.
- ** **Lead:** Provide day-to-day guidance, training and direction for staff in addition to other duties. Regularly assign and review work. Is fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance and initiate corrective action.
- *** Exemption status determined on a case-by-case basis. Essential functions of each job will be reviewed and evaluated in accordance with Fair Labor Standards Act regulations.

[July 2009 revisions included formatting document for consistency, and adding alternate PCLS information.]