General Statement of Duties

Assists in the administration and coordination of maintenance and scheduling of agency or department facilities and/or mobile equipment.

Distinguishing Characteristics

This class is distinguished from the Staff Assistant, who performs paraprofessional level work to execute components of a specific administrative function(s) in the operations of an organization. This class is distinguished from the Facility Maintenance Technician, who performs full performance journey level work in one trades area and performs standard level work in a variety of trades in the construction, maintenance, and repair of City facilities and/or equipment, not requiring a trades license.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and presented and some degree of discretion and judgement are required within the parameters of the job function.

Level of Supervision Exercised

By position, performs lead work.

Essential Duties

Reviews and coordinates the maintenance and repair of agency equipment and/or facilities.

Meets with City personnel, vendors, contractors, and/or utilities as needed to assist in coordinating maintenance, repair, and/or alteration projects.

Processes work orders for building and equipment maintenance, repair, and/or new construction.

Reviews work upon completion for adherence to guidelines and standards.
Orders supplies, materials, and parts and monitors inventory.

Implements safety and other work related standards and develops procedures to ensure compliance.

Plans, schedules, coordinates, and assigns work for assigned employees.

By position, participates as a team member that analyzes equipment needs, collects information, and recommends the purchase of new equipment.

By position, inspects facilities and equipment for conformance to agency security and safety regulations.

Performs other duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Customer Service**
- Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Interpersonal Skills**
- Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

**Reading**
- Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Reasoning**
- Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Speaking**
- Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

### Knowledge & Skills

None

### Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

### Experience Requirement

Two (2) years of public contact experience involving the explanation of regulations, policies, or procedures.

### Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

### Licensure & Certification

This job requires driving. Requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.
**Working Environment**

The work is sedentary. 
Subject to the pressures of multiple calls and inquires.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Standing: remaining on one’s feet in an upright position.
Sitting: remaining in the normal seated position.
Carrying: transporting an object, usually by hand, arm or shoulder.
Reaching: extending the hand(s) and arm(s) in any direction.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Employment Verification
Motor Vehicle Record

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

Pay Grade: A-615
FLSA Code: N
Management Level: 10
Established Date: 9/21/2018
Established By: Lori Schumann
Revised Date:
Revised By:
Class History: