

Director, Support Operations Services

Purpose Statement

The job of Director, Support Operations Services is done for the purpose/s of providing leadership, direction, and oversight for maintenance, facilities, operations, transportation and risk management services for buildings operated by YCOE; ensuring the operational efficiency of the department by planning, evaluating, developing, implementing and maintaining services in compliance with established guidelines; and serving as a member of the cabinet.

This job reports to Associate Superintendent, Administrative Services

Essential Functions

Collaborates with internal personnel and external stakeholders (e.g. other administrators, auditors, public agencies, community members; assists in obtaining state funding for maintenance or facility projects, works with administration on facilities master plan, etc.) for the purpose of implementing and/or maintaining services and programs.

Develops SOS budget, monitors expenditures, fund balances and related financial activities (e.g. monitors purchase orders, construction budgets and contracts, deferred maintenance plans, etc.) for the purpose of ensuring that allocations are accurate, revenues are recorded, expenses are within budget limits and/or fiscal practices are followed.

Develops procedures and practices regarding employee safety (risk management) (e.g. facility and safety inspections; training programs, etc.) for the purpose of ensuring compliance with standard safety practices.

Directs department operations, the maintenance of services, and the implementation of new programs and/or processes (e.g. coordination of hazardous waste management with the EPA and state lead/asbestos program, key issuance, alarm codes, contracts, conference center policies, facility master plan including forecasting and budgeting, etc.) for the purpose of providing services within established timeframes and in compliance with related requirements.

Facilitates meetings and workshops, etc. (e.g. community agencies; regulatory and/or public agencies such as DSA; internal staff, etc.) for the purpose of identifying issues, developing recommendations, supporting other staff, and serving as a District representative.

Inspects new construction, repair work, projects, equipment, work orders, daily maintenance and supplies for the purpose of ensuring that jobs are completed efficiently, specifications are within regulatory requirements, and approving inspection reports and payment requests.

Manages a wide variety of programs (e.g. maintenance records, coordination of seasonal deep cleaning for YCOE programs, YCOE's fleet of vehicles, maintains deferred maintenance plan for YCOE facilities, etc.) for the purpose of ensuring district compliance with established guidelines.

Participates in meetings, workshops and seminars (e.g. Board meetings, labor negotiations, regulatory and/or public agencies, etc.) for the purpose of conveying and/or gathering information required to perform functions.

Prepares a wide variety of written materials (e.g. organizational operational plans and objectives; input to policy development, etc.) for the purpose of documenting activities, providing written reference, and/or conveying information.

Provides leadership, oversight, and management of assigned staff (e.g. employee selection, performance evaluations, coaching, disciplinary actions, reduction in force decisions, grievance process, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives within budget.

Recommends new hires, promotions, termination and transfers for the purpose of maintaining staffing needs and productivity of the work force.

Researches a variety of topics (e.g. new products, laws, regulations, etc.) for the purpose of recommending purchases, contracts and maintaining district wide services.

Other Functions

Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications; planning and managing projects and programs; overseeing program financial activities; developing effective working relationships; preparing and maintaining accurate records; and administering personnel policies and procedures.

KNOWLEDGE is required to perform advanced math; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: pertinent laws, codes, policies, and/or regulations; personnel processes; and standard business practices.

ABILITY is required to schedule a significant number of activities, meetings, and/or events; often gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of varied types and/or purposes; and utilize a variety of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: establishing and maintaining effective working relationships; meeting deadlines and schedules; setting priorities; working with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; maintaining confidentiality; and facilitating communication between persons with frequently divergent positions.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; supervising the use of funds. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.

Experience: Job related experience within a specialized field is required.

Education: Bachelors degree in job-related area.

Equivalency: CASH Maintenance Manager Certification Program (CMMCP) or CASH Facility Leadership Academy graduate may be substituted for education requirements.

Required Testing:

Certificates and Licenses

Valid Driver's License & Evidence of Insurability

EPA AHERA Accredited Asbestos Management
DPR Private Applicator Certificate

Continuing Educ. / Training:

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance
Tuberculosis Clearance

FLSA Status

Exempt

Approval Date

6/21/2017

Salary Grade

120