

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Operations Coordinator

Department: Maintenance

Location: District Office

Date: May 28, 2014

POSITION PURPOSE

Under general supervision, organize and coordinate the day-to-day operation of the maintenance department and assure its overall efficiency and effectiveness; coordinate communications and the flow of paperwork, perform a variety of complex clerical, standard and advanced operational tasks and provide general support to assigned supervisor; process materials not requiring the immediate attention of the supervisor; prepare documents and materials using automated equipment.

KEY DUTIES AND RESPONSIBILITIES:

1. Assist supervisor in the administration and operation of the maintenance department, including coordination and implementation of policies and procedures for both emergency and normal maintenance operations.
2. Assist in the planning, care, and maintenance of District properties, buildings, and equipment.
3. Respond and follow up with customers on all maintenance issues in a timely manner.
4. Monitor work order systems, assign work to appropriate staff, follow through to completion and notifies originators of work completion.
5. Coordinate and set up district-wide operational services and inspections in areas such as grease interceptors, elevators, fire/burglar monitoring, cafeteria equipment, and hazardous waste shed, etc.
6. Search and contact vendors for quotes; plan and manage the services for back-flow devices.
7. Interact with outside consultants and contractors; prepare independent contractor agreements; and schedules meetings with contractors and assists in their needs.
8. Maintain a calendar of vendor service visits to ensure smooth operation of cafeteria.
9. Assist in obtaining operating elevator permits from governing agencies.
10. Prepare and maintain budget information and cost estimates associated with projects and facilities maintenance.
11. Order, receive, and maintains materials and supplies. Process invoices for payment.
12. Respond to routine inquires using standardized formats, and use judgment to refer unusual or complex inquires to supervisor.
13. Prepare and keep records of service reports by gathering, organizing, and summarizing information from a variety of sources.
14. Perform other related duties as assigned.

Knowledge of:

1. Organization, time management and standard office procedures.
2. Work Order System program such as SPMMS.
3. Familiar with independent contract agreements.
4. Emergency and disaster preparedness for facilities and equipment.
5. Principles and procedures of record-keeping and basic report preparation.
6. Record keeping principles and procedures.
7. Budget formulation, execution and control.
8. Vendor selection and service quotes review.
9. Modern office methods and equipment including computer terminal usage and office application software.

Ability to:

1. Explain policies, rules and regulations.
2. Work independently in the absence of supervision.
3. Determine work priorities and follow through on tasks.
4. Train, plan, and direct work of other employees
5. Make effective professional decisions based on available facts using considerable independent judgment and a required knowledge and experience in the field of building maintenance.
6. Understand the budget of maintenance services and recognize potential cost impacts related to maintaining District buildings.
7. Ability to operate a work order system ensuring that service orders are assigned, completed and closed in a timely manner.
8. Compile and maintain accurate and complete records and files; prepare reports
9. Communicate clearly both orally and in writing.
10. Establish and maintain cooperative working relationship with employees, vendors, and other public entities.

Experience and Education:

1. Any combination of education, training and/or certification equivalent to: two years of college-level course work in a related area.
2. Two years of service related work experience. Lead experience is preferred.

3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKING CONDITIONS

1. Typical office environment.

Board Approved: 5/27/14

Drafted: 5/21/14

Salary Range: 96

EEO Category: 2B3 – Technical/Paraprofessional