



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ♦ College of San Mateo ♦ Skyline College

POSITION DESCRIPTION

CAMPUS FACILITIES OPERATIONS TECHNICIAN

A Classified Position

[Grade 31A– Salary Schedule 60](#)

A. General Statement

The Campus Facilities Operations Technician (CFOT) performs senior-level administrative and technical support for the Facilities Planning, Maintenance and Operations Department with an expectation of resolving problems and making independent decisions with minimum supervision. The Campus Facilities Operations Technician exercises independent judgment while initiating and coordinating office procedures, within specified timelines, to provide necessary support, analyze situations accurately, and take appropriate action in identifying problems and recommending solutions. Under direction, the employee uses a variety of databases and computer software to retrieve, dispatch, and complete online facilities service requests. The employee is also responsible to program and troubleshoot facilities management, energy information and access control systems, facilities and site / infrastructure mapping, and physical asset management systems. Campus Facilities Operations Technicians provide project coordination, draft complex contracts and detailed contract work orders, facilitate the work of and direct contractors and vendors, provide supporting resources as appropriate, review billing and approve invoices. Campus Facilities Operations Technicians fulfil an essential leadership role in providing guidance and resources to the Facilities trades staff to facilitate work on the campus. Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and technical skill is required within the scope of the assignment, to interpret and apply policies and prescribed procedures for the resolution of frequent minor and occasional major problems that arise. Consequences of errors in judgment could be costly in public relations, staff and employee time; however supervisory controls limit the risk of serious errors. Campus Facilities Operations Technicians can provide guidance and direction to paraprofessionals, vendors, and contractors; they may lead the work of other clerical staff and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with college staff and others regarding college and district services, as well as to provide and/or interpret operating policies and procedures, projects, timelines, and other operational matters.

2. Receives, screens, and assigns reactive and preventative maintenance service requests utilizing a work order management database program and performs appropriate follow-up regarding the status of service requests, provides resources for work processes, and delegates responsibilities to line staff to facilitate daily work to meet the ever demanding needs of the campus.
3. Schedules and troubleshoots building equipment and lighting systems utilizing web-based facilities management software (FMS/EIS, InSite, ONUMA,); programs access control devices and schedules building access control systems utilizing a web-based software program (AMAG); and programs and updates communications devices.
4. Provides administrative, technical, and resource support to department supervisors and Facilities staff, including screening telephone and in-person inquiries and making referrals to appropriate college or department staff.
5. Confers with supervisory and other staff regarding special event set-ups, overtime assignments, scheduled and non-scheduled absences, collection of operational data for departmental reports, and development of short and long-range plans for department services.
6. Attends meetings and other events to obtain and provide current information, as well as to meet with management and other staff to plan projects and workloads.
7. Schedules meetings, compiles items and materials for meeting agendas and packets and takes and transcribes meeting minutes as assigned.
8. Uses a database and a variety of spreadsheet and other computer software to compile data for a variety of special and regular reports and to set up, track and maintain a wide variety of data and files, including tracking staff attendance and disciplinary records, recording staff overtime for college and special events, tracking space inventory, processing key requests, tracking utility meter readings, staff training data base for OSHA compliance, maintaining department vehicle and equipment status and assignments, and tracking status reports of department operations.
9. Compiles, verifies, and submits monthly payroll information including overtime, absence affidavits, for all department employees.
10. Composes and prepares correspondence, memoranda, report narratives, meeting minutes, and other materials from original ideas or with minimal guidance or direction.
11. Uses standard software applications to prepare correspondence, reports, surveys, presentations, brochures, special projects, contracts, agendas and meeting minutes, and to design and/or to update an area web site.
12. Sets up and maintains online and manual files of personnel, projects, service requests, supplies and equipment, inventory, budget activities, contractor information, and other data as assigned.
13. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff.
14. Researches and compiles data for a variety of special and regular reports, including entering annual funding proposals and space inventory for submission to the State Chancellor's Office, entering and submitting the annual waste diversion report, etc.

15. Performs administrative unit budget maintenance, using the US Bank and BANNER software systems, including assisting and providing coordination with budget development, processing budget transfers and expenditure journals, processing invoices and credit card charges, and processing petty cash disbursements.
16. Coordinates and procures work that supports Facilities operations repair and maintenance project work. Prepares project and maintenance work contracts and work orders, interfaces and coordinates directly with contractors and vendors, verifies contractor and vendor eligibility to perform work in the public sector, ensures insurance requirements are met, and ensures the accuracy of technical and procedural project processes. Prepares purchase requisitions and completes electronic supply orders. Maintains records of project expenses, reviews contractor's pay requests, and advises action as appropriate. Recommends and approves invoice payments as appropriate.
17. Sorts and distributes administrative unit mail.
18. Performs other related duties as assigned.

C. Requirements

1. An Associate degree in accounting, business administration, project management, project administration or a closely related field.
2. Possession of Building Operator's Training Certificates of Completion Level 1 or successful completion of BOC Level 1 within 1 year of assuming the position.
3. Successful complex clerical and technical software operations experience of increasing responsibility.
4. Extensive public contact experience with people of diverse cultures, language groups and abilities.
5. Experience with the organization and implementation of various complex office procedures and forms.
6. Experience with training and leading the work of others.
7. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials, as well as to track, compile data for, format and prepare reports on financial documentation.
8. Experience with the use of a variety of technical software applications related to facilities management and building operation.
9. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports.
10. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently.
11. Demonstrated skill in working as part of a customer service team.

OR

An equivalent combination of education and experience.

D. Physical/Other Requirements

This classification requires attention to detail; accurate work under deadline and other pressure; visual data comparison and visual acuity; patience, tact, discretion and sensitivity; oral and written communication; problem solving and troubleshooting system failures; sitting for long periods; pushing, pulling and reaching overhead; diffusing anger; good memory; directing others; lifting office supplies up to 50 pounds (Case of paper), flexibility and adaptability in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications.
2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment

for decision-making. Ability to make good decisions as appropriate.

3. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management system.
4. Skill in use and knowledge of technical facilities management systems or systems of equivalent complexity. Examples include, computer driven work order systems (ONUMA), facility management systems (Schneider), lighting controls systems (Schneider, Wattstopper, Leutron), and access control systems (AMAG).
5. Skill in budget planning, implementation, evaluation, and reporting. Knowledge of general accounting procedures used for accounts payable and receivable, journals, balancing, and reporting.
6. Knowledge of the general policies, procedures, and regulations pertaining to public works contracting, including contractor DIR registration requirements, PWC-100, prevailing wage requirements, contractor licensing requirements, the District's insurance requirements and skill in understanding and defining appropriate scope of work.
7. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities.
8. Skill in oral communication, including public speaking and giving clear and concise instructions.
9. Skill in written communication.
10. Skill in training and leading the work of others.
11. Ability to work effectively as part of a management team.
12. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files.
13. Ability to work effectively as part of a customer service team.
14. General understanding of how buildings function and general physical plant infrastructure.

(7/2016)