



San Mateo County Community College District

Facilities Planning & Operations

Employee Handbook

For non-represented employees and employees represented by CSEA & AFSCME



Table of Contents

Page

I. INTRODUCTION

Letter from the Vice Chancellor.....	I-1
Employee Handbook	
Purpose.....	I-2
Welcome to the San Mateo County Community College District	
About the District.....	I-3
About Cañada College.....	I-5
About College of San Mateo.....	I-6
About Skyline College.....	I-7
About the District Office.....	I-8
Welcome to Facilities Planning & Operations	
Mission Statement.....	I-11
Vision.....	I-11
Key Facilities Facts.....	I-11
Facilities Services.....	I-12
Major New Initiatives.....	I-16
Facilities Department Organizational Chart.....	I-18

II. FACILITIES PLANNING & OPERATIONS GUIDELINES

Important Actions for New Employees	
New Employee Orientations.....	II-1
Performance Standards	
Be Well-Informed.....	II-2
Report Circumstances that Affect Satisfactory Work Performance.....	II-2
Facilities Employee Code of Conduct	II-2
Appearance & Professionalism	II-4
Standards of Care & Maintenance Expectations	II-5

III. IMPORTANT INFORMATION

Bargaining Units, Contract Information.....	III-1
Work Schedule and Compensation – Full Time Employees.....	III-1
Email Accounts.....	III-3
Use of District Vehicles & Equipment.....	III-4
Outside Employment.....	III-5
Safety.....	III-5
Customer Service.....	III-5

IV. RESOURCES & PUBLICATIONS

District Rules & Regulations.....	III-6
AFSCME Contract.....	III-6
CSEA Contract.....	III-6
Engineering Standard of Care & Maintenance Expectations.....	III-6
Grounds Standard of Care & Maintenance Expectations.....	III-6
Custodial Standard of Care & Maintenance Expectations.....	III-6

V. APPENDIX

ORGANIZATIONAL CHARTS

District Organizational Chart	1
Cañada Administrative Organizational Chart	2
CSM Administrative Organizational Chart	3
Skyline Administrative Organizational Chart	4
Facilities Department Organizational Chart	5
Cañada Facilities Department Organizational Chart	6
CSM Facilities Department Organizational Chart	7
Skyline Facilities Department Organizational Chart	9

CONTACT LISTS

Facilities Department Contact List	10
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CAMPUS MAPS

Cañada College campus map	11
College of San Mateo campus map	12
Skyline College campus map	13

JOB DESCRIPTIONS

Custodian	14
Lead Custodian	17
Groundskeeper	20
Lead Groundskeeper	23
Utility Engineer	26
Maintenance Engineer	29
Senior Maintenance Engineer	32
Chief Engineer	35
Systems Engineer	39
Facilities Operations Technician	42
Administrative Assistant	45
Administrative Analyst	48
Supervisor of Custodial and Grounds Operations	52
Facilities Operations Manager	54

SAMPLE FORMS

Request for Time Off Form	56
Time Sheet	57
Mandated Expenses Individual Time Log Sheet	58
Mandated Expenses Group Time Log Sheet	59
Safety Reporting Form – English	60
Safety Reporting Form – Spanish	62

PROCEDURES

Motorized Equipment Operational Guidelines	64
Shared Facilities Vehicles and Equipment Scheduling/Usage Procedure	66
Use of Personal Protective Equipment	69
Customer Service	70

I. Introduction

Letter from the Vice Chancellor

To Our New & Continuing Employees:

Welcome to Facilities Planning & Operations and the San Mateo County Community College District. You are joining an institution of higher education with a great tradition of achievement. The three colleges of our District – Cañada College, College of San Mateo & Skyline College – serve more than 26,000 students and offer the first two years of instruction in a wide variety of transfer programs as well as more than 90 vocational-technical programs. Students can earn either Associate in Arts or Science degrees or receive Certificates of Proficiency in their chosen fields. The University Center at Cañada College partners with other colleges and universities to offer baccalaureate and masters degrees. Some of our students are not interested in attaining a degree or certificate; they take classes simply to enhance their knowledge in a specific field of study.

The Facilities Planning & Operations Department plays a critical role in support of the educational mission of our Colleges. We ensure a safe, effective and inspiring physical environment that supports and enhances the educational mission of the Colleges. We do this by providing professional, responsive and quality facilities planning, construction and maintenance services.

More than ever before, continuing our tradition of “*Facilities Excellence*” depends on your contribution as an important member of the Facilities team. This Handbook provides you with or guides you toward information and resources to make your job easier and more satisfying. We hope that you have a successful career at the San Mateo County Community College District and that your contribution helps us maintain our leadership into the 21st century.

José D. Nuñez
Vice Chancellor
Facilities Planning, Maintenance & Operations



Employee Handbook

PURPOSE

This material is intended to be a resource guide for new and continuing employees in the Facilities Planning & Operations (FPO) Department. Our Department provides critical services in support of the educational mission of the District. Every Facilities employee is important in this effort, and it is with the vision of *Facilities Excellence* in mind that this Employee Handbook is provided, so we can perform our daily tasks with a foundation of knowledge about what we do, how we do it, and why it is so important to our District. Specifically, this Employee Handbook provides you with:



- General information about the District
- Information about the Facilities Planning & Operations Department
- Expectations of Facilities Department team members
- A checklist of important actions for new employees
- A list of documents and internet addresses for important information about District policies, services, and publications.

This employee handbook does not supersede any contracts, rules & regulations, policies & procedures, criminal or civil law.

For further information, please ask your supervisor.

Welcome to the San Mateo County Community College District

About the District

The San Mateo County Community College District is one of the 72 community college districts in California. Our District operates 3 of the 108 community colleges within the California Community College System: Cañada College, College of San Mateo & Skyline College.

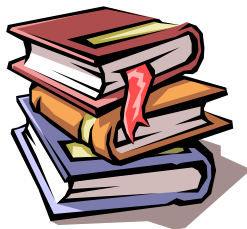
Although the boundaries of the San Mateo County Community College District are the same as those of the County, the District Board of Trustees is independent of County government. The San Mateo County Community College District is governed by a six member Board of Trustees, five elected at-large by County voters for four-year terms and one elected by students for a one-year term.

The Board generally holds public meetings at 6:00 p.m. on the second and fourth Wednesdays of each month at the District's headquarters, 3401 CSM Drive, San Mateo, California. Agendas for the meetings are posted several days in advance of the meeting or may be reviewed online or requested by phoning (650) 574-6560.

The three colleges of our District serve more than 26,000 students and offer the first two years of instruction in a wide variety of transfer programs as well as more than 90 vocational-technical programs. Students can earn either Associate in Arts or Science degrees or receive Certificates of Proficiency in their chosen fields. The University Center at Cañada College partners with other colleges and universities to offer baccalaureate and masters degrees. Some of our students are not interested in attaining a degree or certificate; they take classes simply to enhance their knowledge in a specific field of study.



The academic and vocational programs offered by the colleges are designed to meet the educational needs of the community. The colleges offer:



- Quality transfer programs
- More than 90 vocational degree and certificate programs
- Upgrade training for working professionals
- Developmental education to prepare students for college studies
- Concurrent Enrollment

The District operates [KCSM](#). KCSM-TV is a public broadcasting station that offers a variety of televised courses for credit each semester, as well as interesting and educational public television broadcasts; KCSM also operates a jazz format radio station at 91.1 on the FM dial.

Noncredit, short courses are offered for a fee through the Community Education Program. [Community Education](#) brings complete training programs on-site to companies throughout the Bay Area by customizing training programs to fit specific requirements, working with groups to obtain available funds, and delivering training when and where the workforce is available.

The [Emeritus Institute](#) offers college-level classes in a format and setting designed to meet the needs and interests of mature adults in San Mateo County. It is a community-based program guided by a very active Community Board and benefiting from the excellent cooperation of a dedicated faculty and the outstanding support of its students.

The [Centers for Teaching and Learning](#) is a resource for all faculty and staff who would like to attend free classes in technology. There is a lab at every college with several computers, scanners, printers, laptops, digital cameras and a CTL coordinator to answer questions.

The [San Mateo County Community Colleges Foundation](#) is a nonprofit organization of 22 community leaders devoted to raising funds for scholarships, libraries, and other projects at the three colleges of the San Mateo County Community College District.

The total of all funds managed annually by the District is approximately \$285 million; the unrestricted general fund (or operating budget) totals approximately \$110 million. The greatest expenditure in the operating budget is devoted to faculty and staff salaries and benefits, with more than 86% of the budget allocated to these items.

Cañada College



Cañada College, opened in 1968, is located in the western part of Redwood City and services the southern portion of San Mateo County - Redwood City, San Carlos, Menlo Park, Atherton, East Palo Alto, La Honda, Portola Valley and Woodside. Students residing anywhere within or outside of San Mateo County may enroll at Cañada.

The 131-acre main campus overlooks Silicon Valley at the southern end of San Mateo County, and is easily accessible from Interstate 280. It's beautiful views of the western hills and warm climate provide a friendly and casual atmosphere for teaching and learning.

Cañada College awards the Associate in Arts and Associate in Science Degrees and Occupational Certificates through traditional semester courses, accelerated and intensive formats, distance education, or a combination of all three. Cañada's courses are also available at the Menlo Park/OICW Center at 1200 O'Brien, Menlo Park.



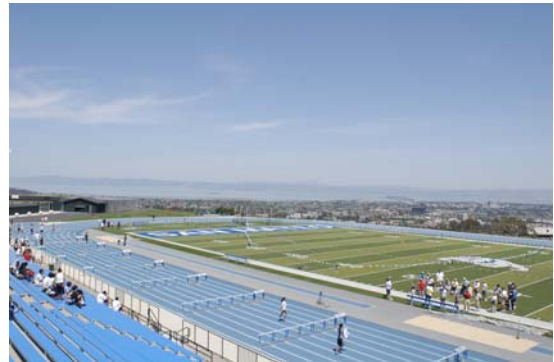
Cañada College has its University Center program: four-year colleges and universities partner with Cañada to provide students the opportunity to achieve baccalaureate and masters degrees.

College of San Mateo



College of San Mateo, the first community college in San Mateo County, opened in 1939 at Coyote Point. CSM is an open-access, student focused, teaching and learning institution which serves the diverse educational, economic, social and cultural needs of the community. Students residing anywhere within or outside of San Mateo County may enroll at CSM.

In 1963, the College relocated to its current location. Perched high atop the hills in west San Mateo, College of San Mateo's 153-acre campus provides a commanding view of San Francisco Bay and the surrounding community. Its temperate climate and beautiful architecture provide students, faculty and staff an excellent environment for teaching and learning.



Inside the walls of CSM's classrooms is a different but equally engaging picture—for it is here that students from varied backgrounds and all walks of life come together seeking an education for the 21st century. By offering comprehensive, quality programs and services, College of San Mateo educates students to participate successfully in a changing world.

Beginning in August 2008, the College of San Mateo will be offering classes at the Coastside facility located at Shoreline Station in Half Moon Bay. Courses will be offered at varying times and come from many different areas from Art to Horticulture to Math. Many of the courses offered at Coastside and/or through distance instruction can be combined into thematic packets or certificates.

Skyline College



Skyline College opened in 1969 and serves primarily the northern portion of San Mateo County, which includes South San Francisco Unified and Jefferson Union High School Districts and Cappuccino High School of the San Mateo Union High School District. Students residing anywhere within or outside of San Mateo County may enroll at Skyline.

The 111-acre site, just west of Skyline Boulevard in San Bruno, is conveniently available to residents of South San Francisco, Daly City, San Bruno, Pacifica, and other North County communities. Its proximity to the Pacific Ocean creates a stunning environment for teaching and learning, with views of the ocean and fresh coastal breezes.



Skyline College offers many cultural, educational, and vocational opportunities for students of all ages. Many Skyline graduates transfer to the numerous colleges and universities in the area. The needs of these students who transfer to upper-Department work are carefully provided for in the curriculum. Other Skyline College students, having achieved the Associate in Arts (A.A.) or Associate in Science (A.S.) degree or a vocational certificate, find either employment or advancement in business and industry.

The District Office

The District Office provides centralized services to our 3 colleges. These services include:

- Chancellor's Office
- Education Services & Planning
- Human Resources
- Payroll
- Accounting
 - Accounts Payable
 - Accounts Receivable
- Auxiliary Services
 - Bookstore
 - Food Service
- General Services
 - Purchasing
 - Mail Service
- Budget Office
- Information Technology
- Facilities Planning & Operations
- Construction Planning Department

The *Chancellor* is responsible for overall management of the District. The Chancellor ensures that the guiding principles and directives of the Board of Trustees are executed. The College Presidents report to the Chancellor.

The *Education Services & Planning* provides overall coordination in the planning, development and implementation of the instructional and student support programs of the District including the areas of research, accreditation, strategic planning, workforce and economic development, and educational technology. The Vice Chancellor also acts as a liaison between the district and the colleges in matters relating to educational services and accreditation and chairs or co-chairs the Educational Services Council, the District Strategic Planning Taskforce, the District Shared Governance Council, the Enrollment Services Committee, the District Research Council, the District Instructional Technology Committee, the District Decision Support Services & Work Advisory Group, among others.

The *Office of Human Resources* is responsible for a wide variety of applicant, employee and retiree services for Cañada College, College of San Mateo, Skyline College and the District Office.

The *Payroll Department* processes a vast amount of information on a monthly basis in order to issue paychecks to salaried and hourly employees district wide.

The *Accounting Department* is responsible for all matters involving payables and receivables.

The *Auxiliary Services Department* is responsible for the Bookstores and Food Service operations for Cañada College, College of San Mateo, and Skyline College.

The role of the *General Services* department is to serve the colleges on matters involving purchasing, independent contracts, vendor service contracts, and mail service. Following established procedures, the staff of the General Services department assists in the purchasing process from the beginning with needs assessment to the end of the process with surplus processing. Accordingly, the General Services Department

- helps the college departments obtain quotes,
- releases and analyzes Requests for Proposal (RFP), bids, Request for Quotation (RFQ), and Request for Information (RFI),
- works with college and District Departments to establish equipment standards,
- solicits vendors to work with the colleges,
- provides counsel on legal matters involving State Education Code regulations,
- performs cost benefit analysis on purchasing, and
- reports to the Board of Trustees on purchasing matters.

The General Services Department maintains web sites <http://www.smccd.edu/corp/> and <http://www.smccd.edu/accounts/smccd/departments/generalservices/> to help attract vendors and to make purchasing processes clearer and easier for the colleges, with the hope that these sites reduce the amount of time the colleges need to spend on purchasing matters. Their goal is to increase competition, decrease pricing, while increasing quality and service to their college constituencies.

The *Budget Office* is responsible for coordinating the development of the District's annual budget. Budget Office staff work closely with the District Committee on Budget & Finance, which is a subcommittee of the District Shared Governance Committee. The Committee is composed of faculty, classified staff, administrators and students from each campus. The Committee reviews state and local budget information and assists with the development of District's annual income assumptions and expenditure estimates, as well as reviews budget policy, goals, guidelines, and allocations.

The activities of the Budget Office begin in the fall with the development of a budget and planning calendar and preliminary estimates of income and expenditures for the upcoming year. Following the announcement of the Governor's Budget Proposal in January, preliminary site allocations are developed, and the technical aspects of the budget process commences. The Board of Trustees approves the Tentative Budget at its last meeting in June, which authorizes expenditures in the new fiscal year. The Final Budget is approved by the Board of Trustees at its first meeting in September, usually following adoption of the State budget and closure of the District's books for the preceding fiscal year.

Information Technology Services (ITS) provides technical support to computer and telephone users, in addition to managing the design, construction and maintenance of the equipment and cabling that constitutes the computer and telephone networks. ITS assists the colleges in their instructional mission by ensuring that appropriate, modern technology is available in classrooms, and providing training to faculty and staff in using that technology.

The *Facilities Planning & Operations* Department provides operational and maintenance support to College and District Office facilities users. The Facilities team's mantra of "Facilities Excellence" is centered on team work and providing first rate quality, professional and responsive engineering, custodial, grounds, and facilities planning services to the campus community as well as the visitors to the District. The Mission of the Facilities Planning & Operations department is to ensure a safe, effective, and inspiring physical environment that supports and enhances the instructional mission of the San Mateo County Community College District.

The *Construction Planning Department* was created in 2006 and is responsible for planning and implementing construction and renovation projects. Members of this Department work very closely with the Colleges' administrations, the Chancellor and Board of Trustees, as well as the State Chancellor's Office, to ensure that construction projects are in alignment with the overall instructional mission, State facilities guidelines, and the strategic direction of the District in serving its community.

Welcome to Facilities Planning & Operations

MISSION

The mission of the Facilities Planning & Operations Department is to ensure a safe, effective and inspiring physical environment that supports and enhances the educational mission of the San Mateo County Community College District. We do this by providing professional, responsive and quality facilities planning, construction and maintenance services.

VISION

Our vision is *Facilities Excellence*. We are striving:

- To be the facilities service provider of choice for Cañada, CSM and Skyline
- To be a team of inspired experts that has attained internal and external distinction
- To earn a facilities achievement award by 2011
- To successfully implement the Capital Improvement Program

What makes Facilities operate successfully? Our Employees.

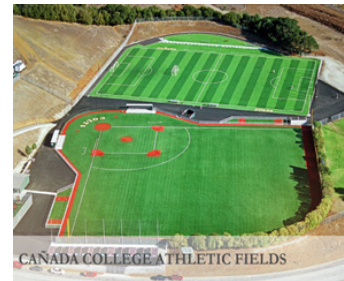
We recognize our employees are the most important resource we have and our goal is to raise the bar for our employees by bringing out the best in everyone.

KEY FACILITIES FACTS

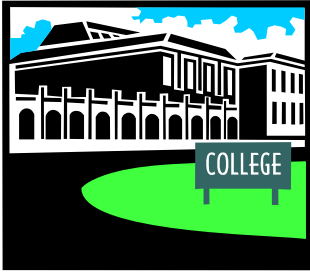
To put into perspective the magnitude of the service we provide, here are just a few facts about the District's physical environment for which our Facilities Department is responsible:

Exterior Environment

- 3 campuses totaling 416 acres
- 53 parking lots, 7,550 parking spaces
- 5.75 miles of roadway
- 10 sports fields
- 23 landscaped acres
- 26 tennis courts
- 2 swimming pools
- Over 48 miles of underground pipeline (for electrical, communications, sanitary and storm drain, water supply, gas, irrigation)
- Over 1000 exterior light fixtures



Buildings and Structures



- 85 buildings with over 1.4 million square feet
- Additional structures, such as dugouts, storage sheds, bus stop shelters, etc.
- 85 roofs, 560 exterior doors, 2,045 interior doors
- 34 elevators
- Over 576 pieces of mechanical equipment (air handlers, pumps, boilers, chillers, fans)
- Over 13,780 interior light fixtures
- Over 183 restrooms (with multiple sinks, toilets, urinals in each)
- Over 2,017 cleanable spaces

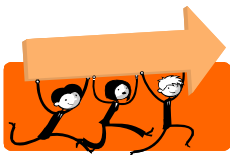
FACILITIES

SERVICES

Every day we provide service to our community of over 26,000 students, 1000 full-time faculty and staff, 500 part-time faculty and staff, and the casual visitors to our Colleges. Maintenance & Operations services are based out of each College's Facilities Maintenance Center. Planning & Construction services, along with overall responsibility for Maintenance & Operations, is based out of the District Office.

Each of the Colleges of the San Mateo County Community College District has a dedicated **Campus Facilities Manager (FM)**. These individuals are responsible for overseeing the daily operations, maintenance and repair of the buildings, grounds and infrastructure systems at Cañada College, College of San Mateo, and Skyline College. They are also responsible for the fleet of vehicles and equipment at each of their Colleges. Daily operations of the buildings and grounds is performed by the Campus Facilities Manager's crew of technicians, including custodians, groundskeepers and maintenance engineers, together with administrative assistants, student assistants and volunteers, as well as outsourced service contractors.

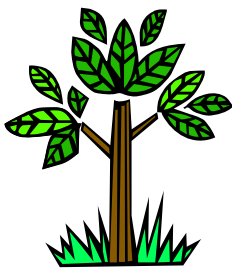
- Facilities Managers and their crews participate in disaster preparedness planning and exercises. In the event of large or small emergencies, the Facilities Managers and their crews have been trained to assist in evacuation of the premises, search and rescue, and assessment of buildings for re-occupancy. Members of the Facilities Department have been certified as emergency response workers by the State Office of Emergency Services. Each of our Colleges may be activated as an emergency shelter for the Red Cross.



- Every year, the Facilities Managers write and submit project proposals to the State Chancellor's Office and other agencies, requesting funding for maintenance and repair projects and hazardous materials removal. These project proposals vary in scope and value every year, but average \$30 Million annually.
- The Facilities Managers are responsible for solid waste management at their Colleges. They developed and now implement the plan to reduce solid waste throughput, per the requirements of AB75. Annually, the Facilities Managers submit reports to the California Integrated Waste Management Division for waste diversion compliance.
- The Colleges of the San Mateo County Community College District are being transformed through a multi-year, \$876 Million construction program. The Campus Facilities Managers are key players in this capital program, not only by participating in design reviews, but also in ensuring that College operations continue through the disruptive nature of construction on an occupied campus, and by commissioning the buildings prior to occupancy.

- The Facilities Managers are responsible for an impressive portfolio of real and human assets. The value of the real portfolio that they are responsible for totals \$990 Million. This includes \$416 million in land value, \$350 million in site and building improvements, and \$46 million in contents. The value of annual payroll and operating budgets directly monitored by the Facilities Managers is approximately \$12 million.

During the swing shift, our **Supervisors of Custodial Operations** are at the helm, ensuring Facilities Excellence during the late afternoon and evening hours when most custodial activities are occurring and evening classes are in session. These Supervisors ensure custodial service quality, conduct visual inspections of the buildings and report deficiencies, ensure facilities operations for evening classes, are responsible for custodial cleaning and paper products procurement as well as custodial equipment, and provide emergency response services to the College community.



Routine and special project work by **Groundskeepers** ensures that the campuses are aesthetically pleasing, safe, and facilitate the instructional mission as well as community use. The vast knowledge and experience of our Groundskeepers in the areas of tree trimming, athletic field maintenance and preparation for sporting events, irrigation, grounds equipment maintenance, proper pruning techniques, hardscape maintenance, pest control, roadway maintenance, and fire prevention allows us to achieve *Facilities Excellence* in the exterior environment.

Engineers are maintenance technicians whose preventive and reactive maintenance activities ensure that building and infrastructure systems are in proper working order. Those systems include the building envelope (roofs and exterior building walls), foundation and structural systems, interior walls/floors/ceilings, heating/ventilating/air conditioning/refrigeration systems, plumbing systems, electrical distribution systems, illumination systems, fire alarm and fire sprinkler systems, physical access control systems, digital building management and environmental control systems, elevators and dumbwaiters, etc. Engineering staff also maintain the District's fleet of vehicles and equipment, which includes vehicles, lawn mowers, tractors, backhoes, front loaders, top dressers, aerators, street sweepers, forklifts, hedge trimmers, chainsaws, drills, saws, pipe threaders, vacuum cleaners, floor buffers, carpet shampooers, etc.



One of the most critical activities that Engineering staff performs is preventive maintenance. Preventive maintenance extends the service life of newly constructed or remodeled facilities, reduces reactive maintenance and ensures occupant comfort and fully operational facilities.

Engineering staff are essential participants in the District's construction activities. They provide valuable historical and functional knowledge of the campus' building and infrastructure systems to the design and construction teams, review designs to ensure coordination and functionality with existing systems, coordinate with construction crews for utility tie-ins and shut-downs, and participate in the commissioning of newly constructed or renovated buildings prior to occupancy.



Custodians are cleaning technicians, trained in the safe and effective use of equipment and products that allows us to achieve *Facilities Excellence* in the indoor environment. Daily custodial operations includes cleaning of over 2,017 distinct spaces, including classrooms, offices, restrooms, laboratories, stairways, corridors, closets, gymnasias, locker rooms, and lobbies. Custodial services ensure a safe, effective indoor environment, with good air quality and pleasing aesthetics. In addition, Custodians also:

- Assist in emergency response (power outages, floods, etc.)
- Move furniture and equipment
- Set up facilities for non-classroom activities that are a part of and enrich the college experience for our students, including student activities, Board of Trustee meetings, health and career fairs, Expanding Your Horizons, the WOW Conference (Women on Writing), Jazz on the Hill, the Olive Festival, and KinderCaminata.
- Set up and provide support for outside organizations who use our facilities
- Act as campus “ambassadors”, pointing lost students and faculty in the direction of their classrooms during those first weeks of every semester.



At the hub of activities in each College’s Facilities Maintenance Center is the **Facilities Operations Technician (FOT)**. Our FOTs provide administrative support to the Campus Facilities Manager, the Supervisor of Custodial Operations, and the Engineering/Grounds/Custodial crews. They receive customer service requests, dispatch response crews, enter and track work activity data in our computerized maintenance management system, provide essential accounting tasks related to procurement, accounts payable, employee attendance and payroll, maintain databases and perform general records management, assist in producing monthly, quarterly and annual reports, assist with website content management, and work on special administrative projects. We rely heavily on our FOTs abilities to stay calm in the flurry of activities that characterize our Facilities Maintenance Centers, and to channel the flow of information back, forth and around Facilities personnel, College and community constituents, outsourced service vendors, design and construction crews, District Office staff, emergency response crews, and anyone else who enters into the flurry. That’s why we think of our FOTs as being at the hub of the wheel: they are invaluable in keeping the wheel true, the spokes aligned and the wheel spinning at high speeds!



District Facilities Staff include the **Vice Chancellor of Facilities Planning, Maintenance & Operations**, the **Director of Maintenance & Operations**, an **Administrative Analyst**, a **Building Systems Engineer**, a **Project Manager** and an **Administrative Assistant**. These individuals provide overall direction and management of the Maintenance & Operations Department. In addition to being responsible for the activities performed by Maintenance & Operations (M&O), District Facilities Staff play a vital role in setting Departmental standards, acting as the District’s liaison to the State Chancellor’s Office Facilities Planning Unit, the Division of the State Architect, as well as other governmental agencies, fundraising activities, budgeting and financial management, FPO employment activities, and interaction with the District’s Board of Trustees. Some of those activities are:

- establishment of Departmental policies, procedures and practices

- financial management and reporting
- budget development and management
- procurement of services and supplies
- accounts receivable and payable
- employee attendance and payroll accounting
- development and implementation of training programs
- database and records management and maintenance
- annual development and submission of the State Chancellor's Office Five-Year Capital Plan, with its associated project proposals
- annual development and submission of the State Chancellor's Office Five-Year Plans for the State Scheduled Maintenance & Special Repairs Program and the Hazardous Materials Removal Program, with their associated project proposals
- annual State space inventory report
- development and implementation of activities and initiatives as directed by the District's Board of Trustees

The college campuses were initially constructed in the 1960's, funded by general obligation bonds paid for by the residents of San Mateo County. In November 2001, the voters of San Mateo County once again made a commitment to support the District by passing Measure C to fund \$207 million in general obligation bonds for the construction of new and renovation of existing facilities. Facilities Department staff are some of the District's most successful fundraisers, writing grant proposals for millions of dollars of facilities-related projects. As a result of our excellent grant writing, we have brought \$100 million of State Capital Outlay, Scheduled Maintenance, Hazardous Materials Removal, and private foundation funds to our Capital Improvement Program, now valued at over \$876 million.



Planning is ongoing, with major construction activities started in June 2002 and ongoing until December 2012. The Facilities Department's **Project Manager** ensures that both large and small construction projects are executed smoothly and achieve the goals of the project. The Project Manager facilitates construction project programming, design management, construction procurement, construction management, provision of furniture, fixtures and equipment, building commissioning, and finally the

move-in associated with occupancy.

The **Systems Engineer** performs a variety of tasks necessary for the maintenance and repair of buildings, facilities, security systems, electronic and hardware equipment. The Systems Engineer is also involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, roofing and building envelope, structural, interior floor/wall/ceiling, building monitoring, control, and other support systems at all three colleges.

We understand that the instructional mission of the colleges continues, despite construction; we implement the best business practices and creative project delivery methods to ensure a positive learning environment during construction.



MAJOR NEW INITIATIVES

Several initiatives are currently under way to help us improve the service we provide:

Program Reviews: Program reviews for Custodial, Grounds and Engineering programs were previously completed from 2002-2005. With the recent and current construction of new buildings at all three campuses, minor updates of the Custodial and Grounds program reviews were conducted in 2008 to take into account the increase in overall campus square footage. An Engineering program review will be conducted in 2009. The program reviews will help us understand the staffing needs at each campus. The program reviews allow us to develop best business practices, to qualify and quantify what we do, and to do more with less by working smarter – not harder.



Computerized Maintenance Management System: The Facilities Department currently utilizes a Computerized Maintenance Management System (CMMS) to schedule and track work order requests that are generated by Campus staff and faculty. In 2009, we are installing a new system that will enable us to schedule and track preventative maintenance tasks, as well as keep the current work order functionality.

Website: We are constantly updating and enhancing our Facilities web site to facilitate the flow of information. We want our customers to be able to check our website for cleaning schedules, construction updates, how to request a key or the use of a District vehicle, a description of the services we provide, and other important information. Please refer to our website often for updates and important information, at <http://www.smccd.edu/facilities>.



Facilities Excellence Rewards Program: In fiscal year 2004-05, we initiated a program to acknowledge and encourage *Facilities Excellence* in our staff. This program allows us to acknowledge Facilities Department employees who go “above and beyond” to demonstrate their commitment to teamwork, professionalism, responsiveness, professional development and excellence. Funding for this program is donated by our business partners – contractors, architects, suppliers . . . the very people who help us execute our goals by providing services and supplies to the Facilities Department every day – and who rely on us to help them achieve success.

Facilities Safety Task Force: Another important initiative implemented in fiscal year 2004-05 is our Facilities Safety Task Force. This group is comprised of representatives of custodians, groundskeepers, engineers, supervisors, facilities operations technicians and administrators in our Facilities Department. On a quarterly basis, task force members conduct safety inspections of our workplaces to ensure that best practices related to workplace safety are followed. Task force members meet quarterly to review inspection results, reports of safety violations, industrial injury and illness records, and other topics relevant to workplace safety.

Facilities Excellence Quarterly Newsletter: Another communication tool used by the Facilities Department is a newsletter distributed quarterly to every member – Facilities Excellence Quarterly Newsletter (FEQN). The newsletter content comes from the collective journalistic efforts of various Facilities employees. It includes current events related to Facilities such as groundbreaking, milestones and any newsworthy incidents involving Facilities staff and its operations. Every issue also “spotlights” a Facilities employee. Anyone interested in contributing articles to the FEQN may contact the Facilities Administrative Assistant at extension 6512.

Capital Improvement Program (CIP): With the support of San Mateo County voters, general obligation bonds Measure C and A were both passed in 2001 and 2004, respectively. The District received funding of \$207 million from Measure C and \$468 million from Measure A. Furthermore, the District was able to acquire State and local funding over \$115 million; with almost \$100 million more pending approval. These funds have enabled the District to embark into major (and minor) renovations and improvements at each College, construction of new buildings, athletic facilities upgrades and procurement of much needed classroom and technological equipment. A lot of “dust and noise” will continue to be experienced around each college in the next few years; and various Facilities Staff play an integral part in the design and implementation phases of the program.

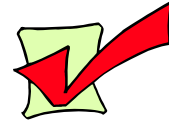
FACILITIES DEPARTMENT ORGANIZATIONAL CHART

The Facilities Planning & Operations Department is organized in such a way as to provide a breadth of services to our college constituents most effectively and efficiently. The Vice Chancellor has overall responsibility in all areas of FPO. The organizational chart for the Facilities Department can be found in the Appendices to this Handbook.

The Maintenance & Operations Department is responsible for the daily care and upkeep of our college facilities. The Director of Facilities Maintenance & Operations has overall responsibility for this M&O Department. The Department's custodians, groundskeepers, maintenance engineers, supervisors and administrative staff are assigned to provide services to a specific College. Members of this Department are FPO employees. Organizational charts for our College-based M&O units can be found in the Appendices to this Handbook.

II. Facilities Planning & Operations Guidelines

Important Actions for New Employees



NEW EMPLOYEE ORIENTATIONS

- Human Resource Orientation:** This orientation focuses on employment, payroll, and benefits concerns and documentation. An HR representative will contact you to set up an appointment.
- Facilities Field Orientation.** This Orientation provides you with the specific information, resources, tools, equipment, and resources you need to start working as a valuable member of the Facilities team; your supervisor will coordinate this activity for you. The following topics are presented at this Orientation; you should discuss them with your supervisor to help you understand and adjust to your new work environment.
 - **Work schedule and compensation.** What are your practices for hours of work, overtime, call-in procedures, time sheets, vacation, and sick leave?
 - **Chain of command.** Become familiar with the organization chart.
 - **Facilities and resources.** Receive a tour and description of your workplace, including the location of restrooms, eating facilities, photocopiers, your mailbox, supplies, equipment, and access to computers and equipment.
 - **Departmental procedures.** Receive information about staff meetings, breaks, lunch/dinner times, check in/check out procedures, mail and memo distribution, building keys.
 - **Working relationships.** Find out how your co-workers prefer to work together -- their patterns of communication, individual and team relations, reporting relationships, etc.
 - **Health and safety regulations.** Know the procedures covering injuries, hazardous materials, emergency evacuation routes, and disaster response.
 - **Technical & Safety Training:** Aside from the standard monthly technical training and weekly safety training programs, additional training may be individualized to you to ensure continued education and performance standards.
 - **Performance evaluation.** What is your probationary period and the performance evaluation process?
 - **Review of FPO Employee Handbook.** This is a good opportunity to review and ask any questions you may have about the information provided in this Handbook.
- Facilities Department Orientation.** This orientation is an opportunity for the Vice Chancellor to provide a comprehensive overview of the Facilities Planning & Operations Department. Your supervisor will set up an appointment for this activity for you.



Performance Standards



BE WELL INFORMED

You owe it to yourself to be well-informed about your workplace, and you also have a formal responsibility for knowing and meeting the standards of performance and conduct set by the Facilities Planning & Operations Department and the San Mateo County Community College District.

REPORT CIRCUMSTANCES THAT AFFECT SATISFACTORY WORK PERFORMANCE

Employees should report to their supervisor any conditions or circumstances that prevent satisfactory work performance. Employees should advise their supervisors of unclear instructions or procedures that may affect satisfactory work performance.

FACILITIES EMPLOYEE CODE OF CONDUCT

The Facilities Department is committed to promoting the highest level of professionalism, integrity and ability available in the college facilities management industry. This Code of Conduct is designed to foster trust and mutual respect among those working in our Department, as well as our customers.

- 1) *Professionalism.* Facilities Employees shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to their profession. Employees shall speak truthfully and act in accordance with accepted principals of honesty and integrity. Employees shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services.
- 2) *Responsibilities to Real Property and Equipment.* Federal, State and Local (including District) laws as well as codes, regulations and ordinances and human rights statutes shall be strictly adhered to in the operation of property and equipment. Employees shall not permit or cause damage to the property or equipment under their control. Employees shall take actions reasonably necessary to maximize the security and life safety of all persons on District property.
- 3) *Responsibility to Employer.* Facilities Employees shall behave in a manner consistent with the missions of the District and the Department.
- 4) *Conflict of Interest.* Facilities Employees shall fully disclose any known conflict of interest he or she may have in providing service to the District. Employees shall not create any appearance of impropriety.
- 5) *Confidentiality.* Facilities Employees shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source, or for the length of time that confidentiality is legally required.

- 6) *Fair Dealing.* Facilities Employees shall endeavor to deal fairly with customers, vendors, consultants, employer and employees. No employee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- 7) *Records Management.* Facilities Employees shall maintain complete and accurate records in accordance with generally accepted practices and procedures. Employees shall control the funds and property entrusted to them with the highest degree of moral and fiduciary integrity.
- 8) *Continuing Education.* Facilities Employees shall endeavor to remain knowledgeable in the subject matter of his or her profession by taking courses and seminars, reading industry periodicals, and sharing information.

APPEARANCE & PROFESSIONALISM

In campus facilities management the maintenance engineer, groundskeeper, custodian, facilities operations technician and facilities manager play significant roles in the Department's relationship with our customers. You may often be the only representative of the Department the customer sees or speaks with on a daily basis. The customer's ability to function, and the public's perception of the College and the District, can be helped or hindered by your desire and ability to perform your responsibilities on a daily basis. Your overall attitude and appearance are the first steps in developing a good rapport with our customers.

- I. Customer relations and people skills are key elements in the proper and effective operation of any property. Facilities employees are required to use proper etiquette, be kind, courteous, knowledgeable, and efficient with all persons including faculty, staff, students, administrators, contractors, vendors, and visitors. No less than excellent public relations skills are acceptable. All difficult issues or concerns relating to public relations must be discussed with the Campus Facilities Manager for that campus.



- II. Proper attire is mandatory on each college campus at all times. We want our customers to see us as being well groomed, neat and dressed appropriately.

For members of the American Federation of School, County and Municipal Employees (AFSCME): work clothes are provided and are to be worn at all times while on duty. It is your responsibility to ensure work clothes are clean and wrinkle free. Coveralls are provided to protect uniforms while performing dirty or greasy tasks, and when needed to protect uniforms. Caps, hats, vests and jackets are provided. If headwear is worn it must be District-issued (exception: Groundskeepers may wear wide-brimmed hats for sun protection). Footwear is provided, and must be worn at all times. Provision of pants is the responsibility of each AFSCME member, and should be of a solid dark to medium color with no holes, rips, tears, stains, or other deficiencies that would detract from professional appearance; shorts are not allowed. Work clothes are reordered on a semi-annual basis, and supervisors maintain a small stock of additional uniform items for distribution between orders. Work shoes are ordered annually and upon employment.

For non-AFSCME Facilities employees, professional attire appropriate to the type of work being performed and the work environment is your responsibility.

- III. Each Facilities employee is expected to arrive at work at the pre-designated time well groomed and presentable. Positions in the Facilities Department are service related and require you to deal with the college community on a daily basis; lack of personal hygiene, objectionable odors, unkempt hair, excessive or unsafe jewelry, unkempt appearance, etc., is not acceptable.

STANDARDS OF CARE & MAINTENANCE EXPECTATIONS

One of the goals of the Custodial, Grounds, and Engineering Program Reviews is to qualify and quantify what we do and how we do it. The resulting document for each of these distinct programs is the Standard of Care & Maintenance Expectation. Please refer to the Appendices to access these documents. It is your responsibility to know and understand these Standards of Care & Maintenance Expectations.

III. Important Information for Employees

BARGAINING UNITS, CONTRACT INFORMATION

AFSCME (American Federation of School, County & Municipal Employees) represents the Facilities Department's Custodial, Groundskeeping and Engineering employee classifications. The terms of the contract between the District and CSEA apply to employer and employee. It is important that you understand your rights and responsibilities as delineated in the contract.

http://sharepoint.smccd.edu/SiteDirectory/portal/District%20Information/Labor%20Documents/AFSCMEContract_04-07.PDF

CSEA (California School Employees' Association) represents the Facilities Operations Technicians. The terms of the contract between the District and CSEA apply to employer and employee. It is important that you understand your rights and responsibilities as delineated in the contract.

<http://sharepoint.smccd.edu/SiteDirectory/portal/District%20Information/Forms/AllItems.aspx?RootFolder=%2fSiteDirectory%2fportal%2fDistrict%20Information%2fLabor%20Documents&FolderCTID=%2f7bB7F96E38%2d4E8B%2d4268%2dA31E%2dBE26480A94B2%7d>

Non-Represented Employees. Certain Facilities Department employees are not represented by a collective bargaining unit. Generally, those employees' benefits packages follow CSEA's. Please talk to your supervisor for additional information concerning your employment. It is important that you understand your rights and responsibilities.

WORK SCHEDULE AND COMPENSATION – FULL-TIME EMPLOYEES

I. Attendance

- **Tardiness.** Your responsibility as an employee starts by coming to work, and on time. If you are scheduled to be at work and cannot, or if you will be late, it is your responsibility to contact your supervisor by calling in to the College Facilities main office as early as possible, but no later than 60 minutes following the beginning of your shift. Please refer to the Appendix for the Facilities Contact List.
- **Requesting Time Off.** Facilities employees must obtain prior supervisor approval for scheduled time off, using the "Request for Time Off" form. The more advance notice you provide to your supervisor, the less impact your absence will have on operations by enabling your supervisor to make adjustments and modifications to your coworkers' work assignments. Please demonstrate professional courtesy to your coworkers by providing as much advance notice of scheduled absences as possible. Please refer to the Appendix for a sample of this



- form and how to complete it.
- **Overtime.** Overtime may be worked only with prior authorization from your supervisor.
 - **Attendance Record - AFSCME members** are required to clock in and out to track their daily attendance. At the end of each month, the information from the time clock is transferred to an Absence Affidavit (to record attendance and compensatory time), a Time Sheet (to calculate and approve overtime pay), and a Mandated Expenses Log (to record time spent on activities related to mandatory expenses, such as collective bargaining).
 - **Attendance Record – CSEA members and non-represented employees** are expected to track their attendance using their Microsoft Outlook calendar. It is your responsibility to accurately and honestly track your attendance/absences on a daily basis. At the end of each month, the information from this document is transferred to an Absence Affidavit (to record attendance and compensatory time), a Time Sheet (to calculate and approve overtime pay), and a Mandated Expenses Log (to record time spent on activities related to mandatory expenses, such as collective bargaining). Please refer to the Appendix for a sample of these forms and how to complete it.

II. Paydays & Paycheck Distribution

Employees are paid once a month, on the last business day of the month. Overtime work performed during the month will be paid on the 15th of the following month (exception: December paychecks are issued early in December; this exception accommodates accounting calendar requirements). Direct deposit is available to all District employees. For employees who opt not to have direct deposit, paychecks are distributed to the employee while on shift: for day shift staff, this occurs on the last business day of the month; for swing and grave shift staff, this occurs on the shift just prior to the last business day of the month.



E-MAIL ACCOUNTS



Regular, full-time Facilities employees are provided with a Microsoft Outlook email account. Electronic mail is an important form of communication between the District and its employees, to include communications from the Human Resources Department about your employment and benefits, the Board of Trustees, or the Chancellor. “Hotel” workstation computers (hotel computers are available at the Facilities Maintenance Centers, at college libraries and learning centers) are provided at various locations at each campus; you can access your Outlook account through the internet on these computers, or from any computer hooked up to the internet anywhere in the world.

Most Facilities employees are not directed to use their Outlook account as a work tool (e.g. for work-related communications, calendaring, tasking); as such, access to your Outlook account should not occur during your work shift. There are certain employees for whom Outlook is a District-issued work tool and they are directed to regularly access their Outlook account for work-related communications; generally, these employees are restricted to Lead Custodians, Lead Groundskeepers, Chief and Senior Engineers, the System Engineer, Administrative Support Staff, Supervisors, Project Managers, and the Director. On occasion, your supervisor may direct specific employees who are not in one of these employment classifications to use Outlook as a work tool; this will be managed on a case by case basis, and at the supervisor’s discretion.

USE OF DISTRICT VEHICLES AND EQUIPMENT

Facilities employees who operate District vehicles and equipment are expected to demonstrate respect and care for the property, return it in a timely manner to its appropriate storage or parking location, and leaving it in as good or better condition than how it was found, ready for the next person to operate the vehicle or equipment. Motorized Equipment Operational Guidelines can be found in the Appendices of this Handbook.



The shared District equipment housed at the CSM Facilities Maintenance Yard includes the Dump Truck, Aerator, Top Dresser, Genie Lift, Chipper, tampers, Backhoe, Bucket Truck and other equipment that is not used on a daily basis. This equipment is intended to be shared between all College Facilities personnel. The Shared Facilities Equipment Scheduling/Usage Procedure ensures access and minimizes schedule conflicts. These procedures are included in the Appendices.

District Rules and Regulations Section 2.27 prohibits smoking in all indoor locations within the District. Specifically, it states:



“It is the policy of the San Mateo County Community College District to provide a safe learning and working environment for students and employees. It is recognized that smoke from cigarettes, pipes, and/or cigars is hazardous to health. Therefore it is the intent of the District to provide a smoke-free environment to the greatest extent possible. To achieve this goal the District will limit smoking on District property to outdoor areas only as set forth in this policy.”

District-owned vehicles may be characterized similarly to building interiors, in that they retain smoke fumes and are shared, confined physical spaces. In response to concerns from staff who find the smoke fumes both offensive and dangerous, and in compliance with both the spirit and letter of the law, **smoking is not allowed in District-owned vehicles.**

Pursuant to Section 2.27 Policy on Smoking of the District Rules and Regulations, “it is the responsibility of all students and employees to observe the policy and guidelines on smoking. Violation of this policy could lead to disciplinary action under the usual disciplinary procedures.”

Please demonstrate courtesy and respect for your coworkers by adhering to this no-smoking policy.

OUTSIDE EMPLOYMENT

Facilities employees are hardworking, service-oriented professionals. Many of our employees supplement District earnings by engaging in other employment and/or private businesses. District employees may engage in other income-producing activities, provided that all of the following conditions are met:

- the activities do not occur during District work hours;
- the activities do not affect employees' work performance; and
- no property or materials belonging to or under contract to the District are used for outside employment activities.

SAFETY

Facilities Department work can be inherently prone to injuries and accidents, by virtue of the hands-on, physical and often strenuous activities we perform in a variety of environments. In the past seven years, the Facilities Department has seen a dramatic decrease in hours lost to industrial accidents. Our weekly safety training program keeps safety on the forefront of our minds. Our Facilities Safety Task Force keeps us cognizant of maintaining a safe workplace and demonstrating safe behaviors. Safety is a top priority, for us and our customers. Safety is everybody's responsibility.

Many FPO employees operate District vehicles and equipment in order to perform their assigned duties. Operators must follow the Motorized Equipment Operational Guidelines set forth in Procedure ASOP VIII.4.1, which includes guidelines related to safety.

Use of personal protective equipment (PPE) is essential when exposed to hazards on the job. Guidelines on the use of PPE are outlined in Procedure ASOP III.1.1.

The following references are provided for additional information on safety:

http://www.csea.com/content/main/interior_2.asp?section=MyRights&pNavID=3&NavID=25&ParentID=3

<http://www.afscme.org/issues/73.cfm>

CUSTOMER SERVICE

Our success depends on excellent customer service. Remember: we want to be the facilities service provider of choice for our customers at Cañada, CSM and Skyline Colleges. Customer service is so important to us, we have included a Facilities Training Module on Customer Service as an Appendix to this Handbook. Please demonstrate your commitment to Facilities Excellence by learning and applying great customer service skills!



IV. Resources & Publications

District Rules & Regulations

This document describes the District's policies and procedures. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

<http://sharepoint.smccd.edu/SiteDirectory/portal/District%20Information/Forms/AllItems.aspx?RootFolder=%2fSiteDirectory%2fportal%2fDistrict%20Information%2fRules%20And%20Regulations&FolderCTID=&View=%7bB7F96E38%2d4E8B%2d4268%2dA31E%2dBE26480A94B2%7d>

AFSCME Contract

This is the labor contract between the District and AFSCME. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

http://sharepoint.smccd.edu/SiteDirectory/portal/District%20Information/Labor%20Documents/AFSCMEContract_04-07.PDF

CSEA Contract

This is the labor contract between the District and CSEA. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

<http://sharepoint.smccd.edu/SiteDirectory/portal/District%20Information/Forms/AllItems.aspx?RootFolder=%2fSiteDirectory%2fportal%2fDistrict%20Information%2fLabor%20Documents&FolderCTID=&View=%7bB7F96E38%2d4E8B%2d4268%2dA31E%2dBE26480A94B2%7d>

Engineering Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Engineering Program.

<http://www.smccd.edu/accounts/smccd/departments/facilities/FPMO/EngrProg.shtml>

Grounds Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Grounds Program.

<http://www.smccd.edu/accounts/smccd/departments/facilities/FPMO/GroundProg.shtml>

Custodial Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Custodial Program.

<http://www.smccd.edu/accounts/smccd/departments/facilities/FPMO/CustProg.shtml>

V. Appendices

ORGANIZATIONAL CHARTS

District Organizational Chart	1
Cañada Administrative Organizational Chart	2
CSM Administrative Organizational Chart	3
Skyline Administrative Organizational Chart	4
Facilities Department Organizational Chart	5
Cañada Facilities Department Organizational Chart	6
CSM Facilities Department Organizational Chart	7
Skyline Facilities Department Organizational Chart	9

CONTACT LISTS

Facilities Department Contact List	10
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CAMPUS MAPS

Cañada College campus map	11
College of San Mateo campus map	12
Skyline College campus map	13

JOB DESCRIPTIONS

Custodian	14
Lead Custodian	17
Groundskeeper	20
Lead Groundskeeper	23
Utility Engineer	26
Maintenance Engineer	29
Senior Maintenance Engineer	32
Chief Engineer	35
Systems Engineer	39
Facilities Operations Technician	42
Administrative Assistant	45
Administrative Analyst	48
Supervisor of Custodial and Grounds Operations	52
Facilities Operations Manager	54

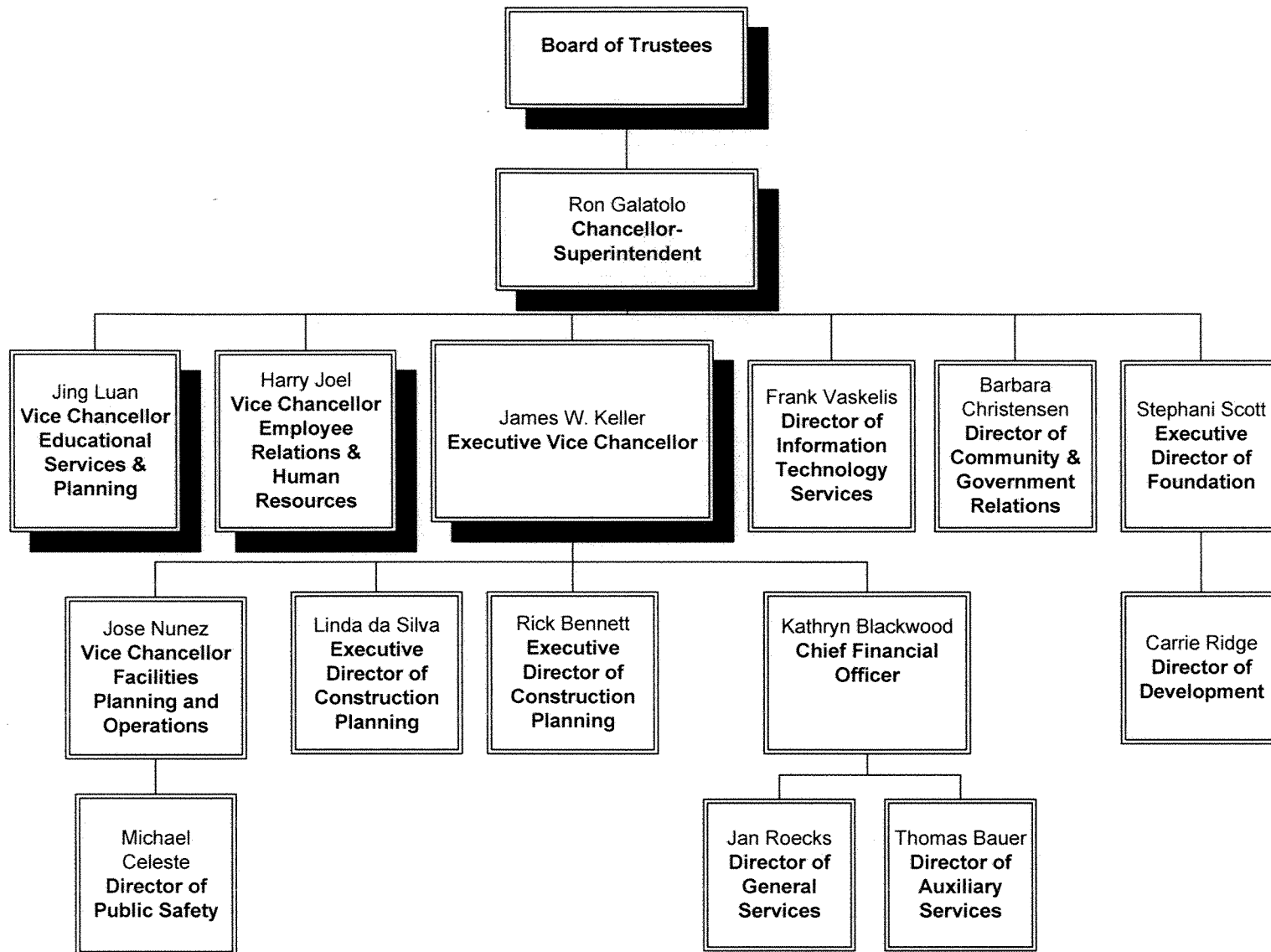
SAMPLE FORMS

Request for Time Off Form	56
Time Sheet	57
Mandated Expenses Individual Time Log Sheet	58
Mandated Expenses Group Time Log Sheet	59
Safety Reporting Form – English	60
Safety Reporting Form – Spanish	62

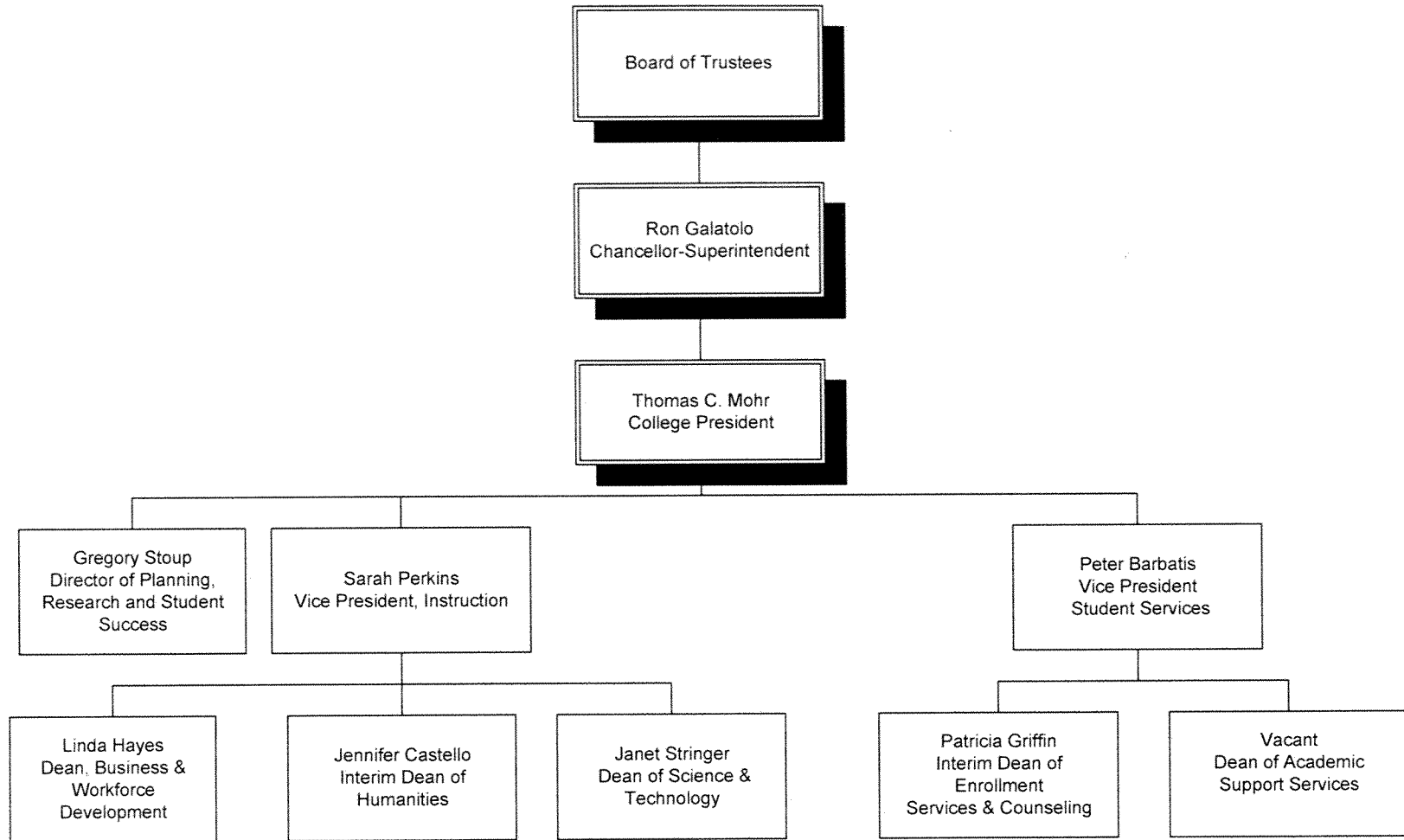
PROCEDURES

Motorized Equipment Operational Guidelines	64
Shared Facilities Vehicles and Equipment Scheduling/Usage Procedure	67
Use of Personal Protective Equipment	69
Customer Service	70

San Mateo County Community College District District Office

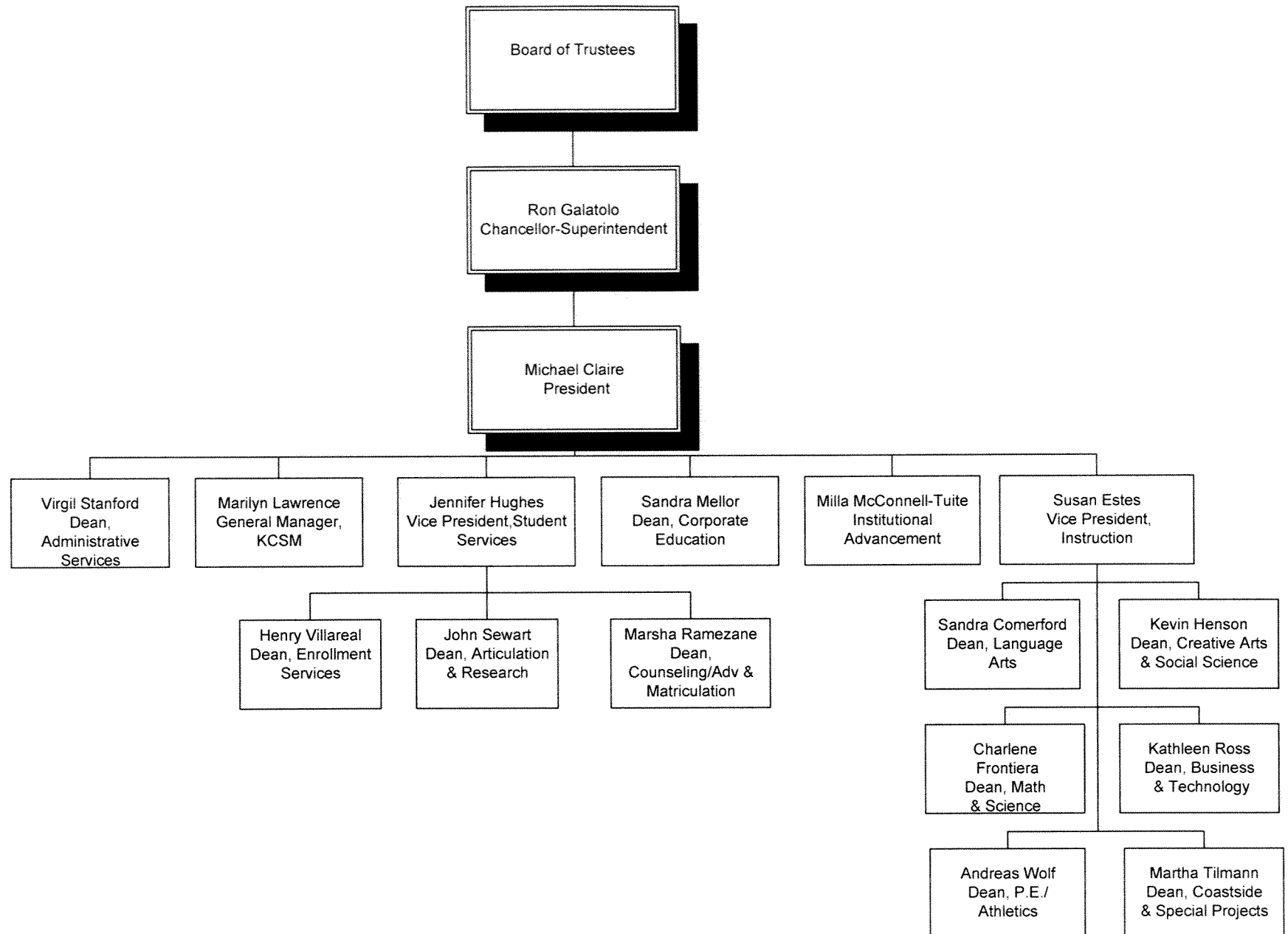


San Mateo County Community College District Cañada College

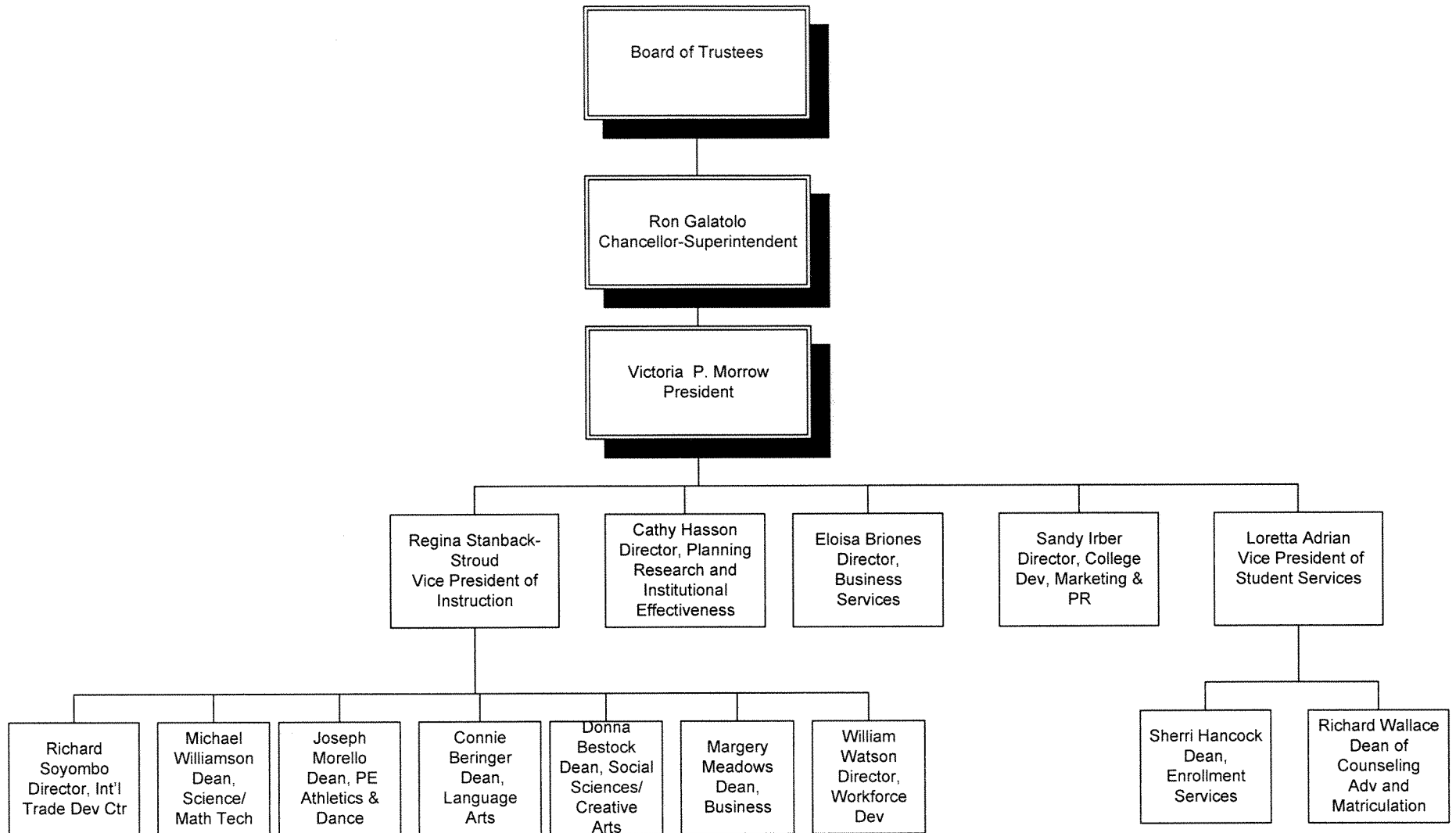


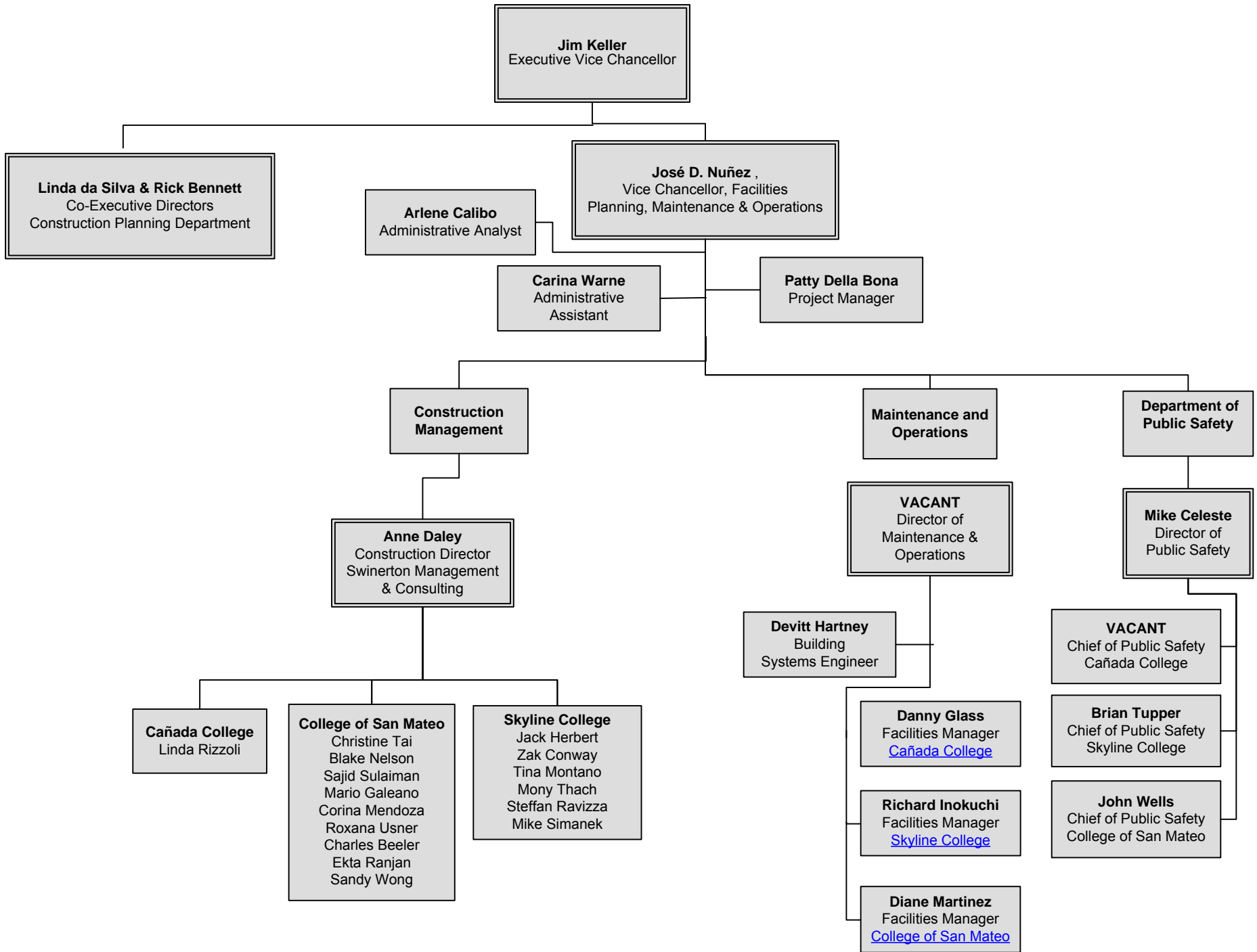
San Mateo County Community College District

College of San Mateo



San Mateo County Community College District Skyline College





Jim Keller
Executive Vice Chancellor

Linda da Silva & Rick Bennett
Co-Executive Directors
Construction Planning Department

José D. Nuñez
Vice Chancellor, Facilities
Planning, Maintenance & Operations

Arlene Calibo
Administrative Analyst

Carina Warne
Administrative Assistant

Patty Della Bona
Project Manager

Construction Management

Maintenance and Operations

Department of Public Safety

Anne Daley
Construction Director
Swinerton Management & Consulting

VACANT
Director of
Maintenance & Operations

Mike Celeste
Director of
Public Safety

Devitt Hartney
Building
Systems Engineer

Cañada College
Linda Rizzoli

College of San Mateo
Christine Tai
Blake Nelson
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Mario Galeano
Corina Mendoza
Roxana Usner
Charles Beeler
Ekta Ranjan
Sandy Wong

Skyline College
Jack Herbert
Zak Conway
Tina Montano
Mony Thach
Steffan Ravizza
Mike Simanek

Danny Glass
Facilities Manager
[Cañada College](#)

Richard Inokuchi
Facilities Manager
[Skyline College](#)

Diane Martinez
Facilities Manager
[College of San Mateo](#)

VACANT
Chief of Public Safety
Cañada College

Brian Tupper
Chief of Public Safety
Skyline College

John Wells
Chief of Public Safety
College of San Mateo

Cañada College Facilities Department Organizational Chart

Facilities Manager

- Danny Glass

Supervisor of Custodial Operations

- Ignacio Carlos

Facilities Operations Technician

- Tatiana Degai

Custodians

- Francisco Carlos, **Lead Custodian**
- Tony Burrola, Custodian
- Jimmy Chow, Custodian
- Miguel Gonzalez, Custodian
- Guadalupe Mendoza, Custodian
- Joseph Puckett, Custodian
- Joe M. Rodriguez, Custodian
- Alex Toscano, Custodian
- Rosendo Zamora, Custodian

Groundskeepers

- Joel Rivas, **Lead Groundskeeper**
- Jesus Ceja, Groundskeeper
- Michael Zan, Groundskeeper

Engineers

- Jozsef Veres, **Chief Engineer**
- Cliff Heap, Senior Maintenance Engineer
- Frank Allegret, Maintenance Engineer
- Daniel Gil Salgado, Utility Engineer

College of San Mateo Facilities Department Organizational Chart

Facilities Manager

- Diane Martinez

Supervisor of Custodial Operations

- Bryant Evans

Facilities Operations Technician

- Pam Emmons

Custodians

- Luisa Azevedo, **Lead Custodian**
- Ignacio Bejar, Custodian
- Jose Brambila, Custodian
- Luis Carranza, Custodian
- Eduardo Gonzalez, Custodian
- Alex Gordon, Custodian
- Daniel Hernandez, Custodian
- Luis Hernandez, Custodian
- José Ibarra, Custodian
- Rama King, Custodian
- Karen Lam, Custodian
- Linda Ma, Custodian
- Huong Nguyen, Custodian
- Pablo Santamaria, Custodian
- Alfonso Vasquez, Custodian
- Norma Vasquez, Custodian
- Helen Wong, Custodian

Groundskeepers

- Carol Reed, **Lead Groundskeeper**
- Samuel Brambila, Groundskeeper
- Bill Elliot, Groundskeeper
- Robert Revo, Groundskeeper
- Tom Thomas, Groundskeeper
- Steve Zoboli, Groundskeeper

Engineers

- Moe Garza, **Chief Engineer**

- Al Gotelli, Senior Maintenance Engineer
- Tim Granillo, Maintenance Engineer
- Romulus Langi, Maintenance Engineer
- Juan Lopez, Maintenance Engineer
- Kevan Lesch, Utility Engineer
- Adrian Otis, Utility Engineer

Skyline Facilities Department Organizational Chart

Facilities Manager

- Richard Inokuchi

Supervisor of Custodial Operations

- Manny Granillo, Jr.

Facilities Operations Technician

- Seini Mateialona

Custodians

- Giao Van Bui, **Lead Custodian**
- Mohammad Baydoun, Custodian
- Allan Chan, Custodian
- Jimmy Chan, Custodian
- Jin Ying Huang, Custodian
- Buu Kim Khuu, Custodian
- King Lau, Custodian
- Ke Tao Liu, Custodian
- Qing Liu, Custodian
- Martin Morales, Custodian
- Vinesh Samujh, Custodian
- Harold Turner, Custodian
- Hugh Wong, Custodian

Groundskeepers

- Diego Zarco, **Lead Groundskeeper**
- Sheikh Hussain, Groundskeeper
- David McCargar, Groundskeeper

Engineers

- Anthony Gulli, **Chief Engineer**
- Bob Spacher, Senior Maintenance Engineer
- Phill Fong, Maintenance Engineer
- Tony Vassalle, Maintenance Engineer
- James Louie, Utility Engineer
- Alex Pfaeffle, Utility Engineer



Facilities Planning & Operations Contacts List

DISTRICT OFFICE: 3401 CSM Dr., San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
District Facilities Main Line		(650) 574-6512		
José D. Nuñez	Vice Chancellor	(650) 358-6836	(650) 642-7151	nunezj@smccd.edu
VACANT	Director of M&O	(650) 358-6840	(650) xxx-xxxx	
Arlene Calibo	Administrative Analyst	(650) 358-6746	(650) 288-2534	calibo@smccd.edu
Patty Della Bona	Project Manager	(650) 358-6862	(650) 222-5764	dellabonap@smccd.edu
Devitt Hartney	Systems Engineer	(650) 574-6511	(650) 642-7146	hartneyd@smccd.edu
Carina Warne	Administrative Assistant	(650) 574-6512	(650) 642-4957	warnecc@smccd.edu
Fax #		(650) 574-6574		
Web Site				http://www.smccd.net/facilities/

CAÑADA COLLEGE: 4200 Farm Hill Blvd., Bldg 1, Redwood City, CA 94061

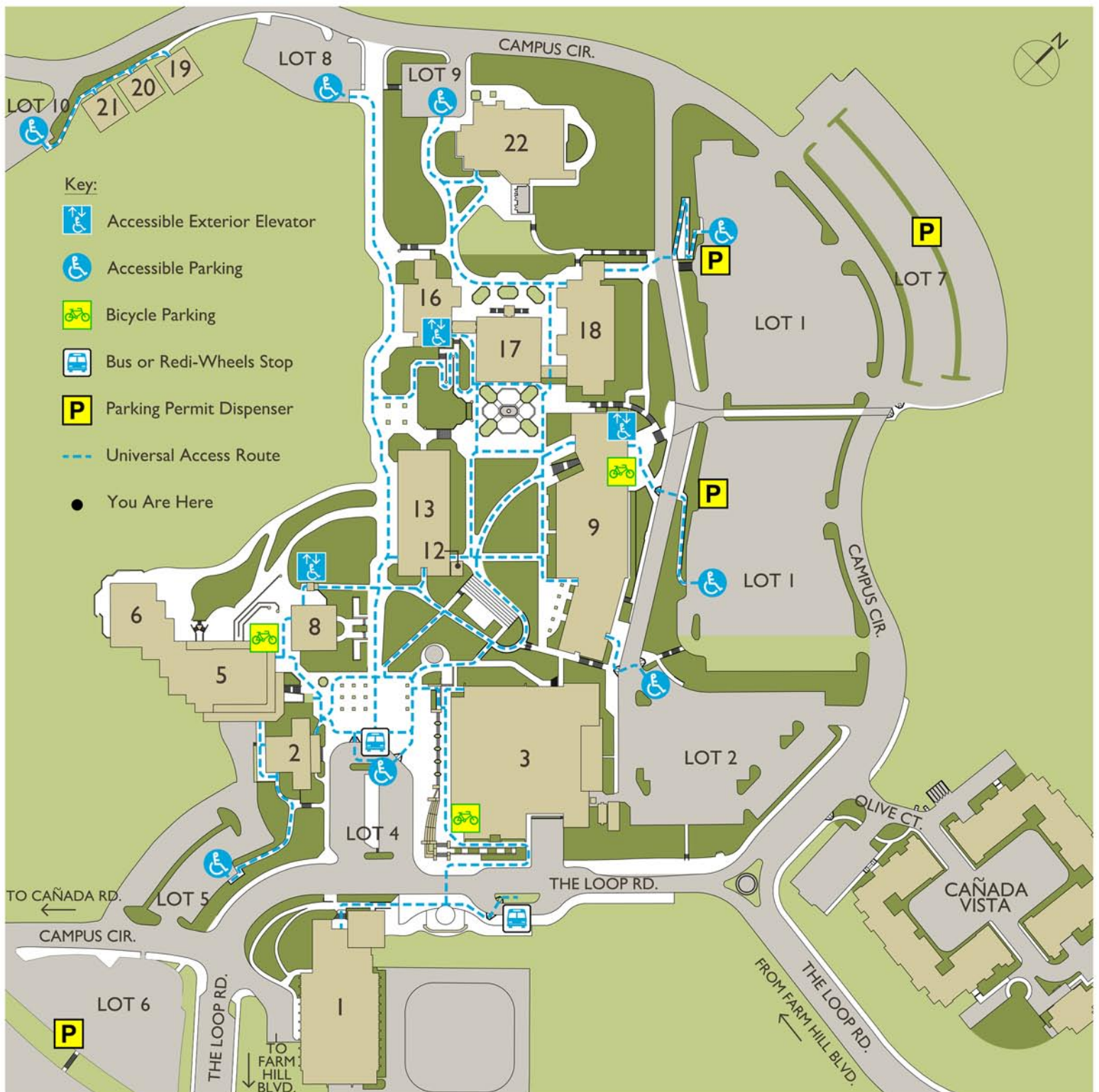
NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
CAN Facilities Main Line		(650) 306-3276		canfac@smccd.edu
Danny Glass	Facilities Manager	(650) 306-3325	(650) 642-7144	glass@smccd.edu
Ignacio Carlos	Supervisor of Custodial Ops	(650) 306-3277	(650) 642-7806	carlosi@smccd.edu
Tatiana Degai	Facilities Operations Technician	(650) 306-3276	(650) 642-7255	degait@smccd.edu
Fax #		(650) 306-3354		

COLLEGE OF SAN MATEO: 1700 W. Hillsdale Blvd., Bldg 7, San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
CSM Facilities Main Line		(650) 574-6113		csmfac@smccd.edu
Diane Martinez	Facilities Manager	(650) 574-6577	(650) 642-4672	martinezd@smccd.edu
Bryant Evans	Supervisor of Custodial Ops	(650) 574-6117	(650) 642-7502	evansb@smccd.edu
Pamela Emmons	Facilities Operations Technician	(650) 574-6113	(650) 642-7145	emmonsp@smccd.edu
Fax #		(650) 574-6203		

SKYLINE COLLEGE: 3300 College Dr., Bldg 14, San Bruno, CA 94066

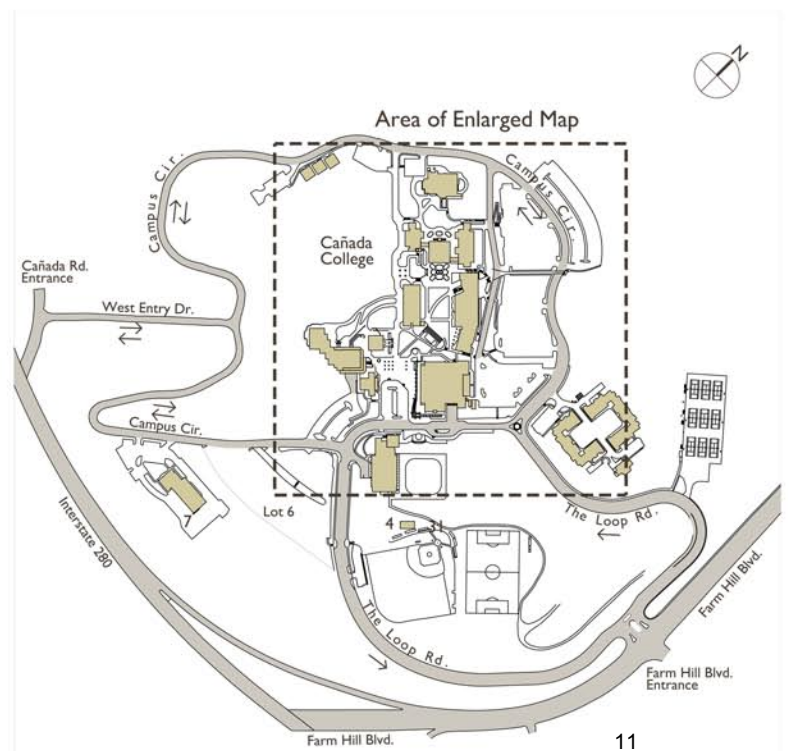
NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
SKY Facilities Main Line		(650) 738-4115		skyfac@smccd.edu
Richard Inokuchi	Facilities Manager	(650) 738-4166	(650) 642-4974	inokuchir@smccd.edu
Manny Granillo	Supervisor of Custodial Ops	(650) 738-4456	(650) 642-5027	granillom@smccd.edu
Seini Mateialona	Facilities Operations Technician	(650) 738-4115	(650) 642-5044	mateialonas@smccd.edu
Fax #		(650) 738-4113		



Cañada College Buildings

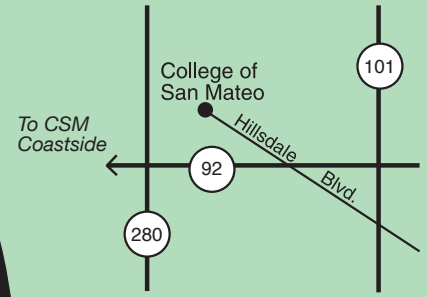
Building	1	Physical Education and Athletics
Building	2	Bookstore / Lecture
Building	3	Humanities / Arts / Theater
Building	4	Athletic Field Restroom
Building	5	Cafeteria / Health and Wellness Center / Student Activities / Lecture
Building	6	Lecture
Building	7	Facilities Maintenance Center
Building	8	Administration
Building	9	Library and Student Resource Center
Building	12	Pony Espresso Concession Stand
Building	13	Academic / Technical
Building	16	Sciences
Building	17	Lecture
Building	18	Physical and Life Sciences
Building	19	Offices
Building	20	Medical Assisting
Building	21	Lecture
Building	22	Instructional Building
Building	31	Baseball Press Box

07/09



Map as of 10/6/09

Go online for the most current version of the campus map:
collegeofsanmateo.edu/map.



Legend:

ATM	Elevator
Bus Stop	Payphone
Daily Parking Permit Machine	Visitor Parking Permit Machine
Disabled Parking (by special permit only)	Construction Zone Out of Service



- Parking Lot Names**
- 1 - Hillsdale
 - 2 - Beethoven
 - 3 - DaVinci

Buildings:

- | | | |
|--|---|---|
| <p>1. Administration</p> <ul style="list-style-type: none"> • Admission & Records • Business Office • Career and College Resources Center • Cashier • Counseling & Matriculation Office • Financial Aid • Health Center • International Student Center • Office of Planning, Research, and Institutional Effectiveness • President's Office • Psychological Services • Security • Student Employment • Transfer Services • Veterans • VP Office, Instruction • VP Office, Student Services <p>2. Art, Music</p> | <p>3. Theatre</p> <p>4. Art</p> <p>4A. Ceramics/Sculpture</p> <p>5. Construction Zone</p> <p>7. Maintenance</p> <p>8. Gymnasium</p> <p>9. Library, KCSM-TV/FM, Distance Learning
Public Relations & Marketing</p> <p>10. Construction Zone</p> <p>12. Middle College, Faculty Offices, Corporate & Continuing Ed.</p> <p>14. South Hall</p> <p>15. Construction Zone</p> <p>16. Central Hall, DSPS</p> <p>17. Construction Zone</p> <p>18. North Hall</p> <p>19. Technology, Student Activities</p> <p>20. EOPS, Multicultural Center, Horticulture</p> <p>20A. Horticulture Greenhouses</p> <p>21. Cosmetology</p> | <p>22. Dental Assisting</p> <p>23. Nursing Lab</p> <p>24. Locker Rooms</p> <p>25. Machine Tool Tech., Manufacturing Tech.,
ITS/Media Services</p> <p>26. Technology Classrooms</p> <p>27. Graphics, Multimedia, SMCCCD Construction
Planning Department (CPD)</p> <p>28. Test Cell</p> <p>29. NPA Lab, CIS Lab</p> <p>30. Team House</p> <p>31. Ticket Booth</p> <p>33. Lazarus Child Development Center</p> <p>34. Bookstore</p> <p>35. Moore Regional Public Safety Center</p> <p>36. Science Building/Planetarium</p> <p>A. District Administrative Offices - 3401 CSM Drive</p> <p>B. College Vista - District Faculty/Staff Housing</p> <p>K. Kiosko (Temporary Cafeteria)</p> <p>J. Drip Coffee</p> |
|--|---|---|

Note: Due to construction, the Loop Road will be closed on the north side of campus from Jan 2, 2009 to Spring 2011.

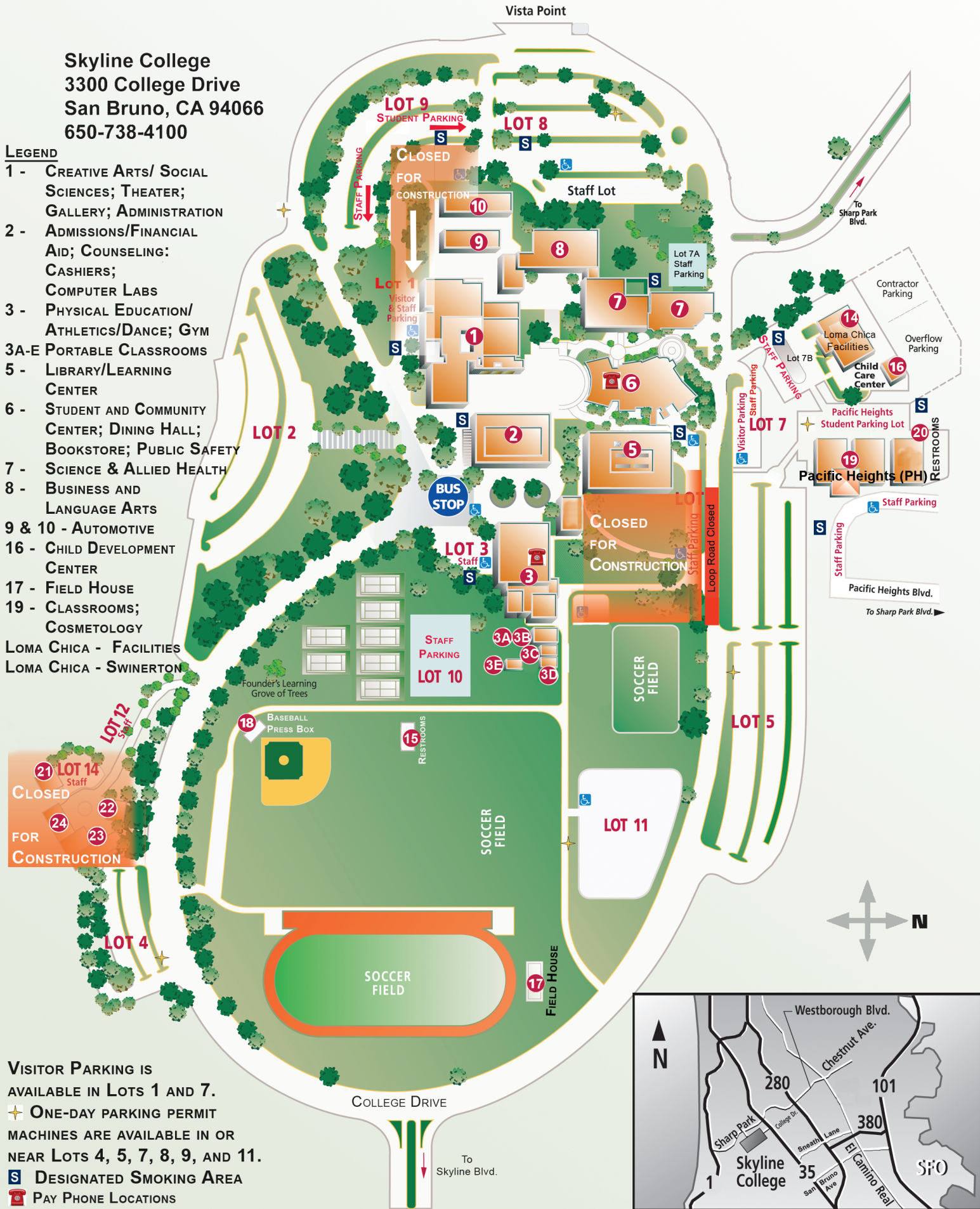
Skyline College
3300 College Drive
San Bruno, CA 94066
650-738-4100

LEGEND

- 1 - CREATIVE ARTS/ SOCIAL SCIENCES; THEATER; GALLERY; ADMINISTRATION
- 2 - ADMISSIONS/FINANCIAL AID; COUNSELING; CASHIERS; COMPUTER LABS
- 3 - PHYSICAL EDUCATION/ ATHLETICS/DANCE; GYM
- 3A-E PORTABLE CLASSROOMS
- 5 - LIBRARY/LEARNING CENTER
- 6 - STUDENT AND COMMUNITY CENTER; DINING HALL; BOOKSTORE; PUBLIC SAFETY
- 7 - SCIENCE & ALLIED HEALTH
- 8 - BUSINESS AND LANGUAGE ARTS
- 9 & 10 - AUTOMOTIVE
- 16 - CHILD DEVELOPMENT CENTER
- 17 - FIELD HOUSE
- 19 - CLASSROOMS; COSMETOLOGY
- LOMA CHICA - FACILITIES
- LOMA CHICA - SWINERTON

VISITOR PARKING IS AVAILABLE IN LOTS 1 AND 7.
ONE-DAY PARKING PERMIT MACHINES ARE AVAILABLE IN OR NEAR LOTS 4, 5, 7, 8, 9, AND 11.
S DESIGNATED SMOKING AREA
☎ PAY PHONE LOCATIONS

Map revised 07/09



CUSTODIAN

A. General Statement

This is manual labor work at the action level involved in a variety of assignments related to the cleaning, general maintenance, and stewardship of community college facilities. Under direct supervision, the Custodian performs heavy manual labor which includes the cleaning of college facilities, moving of equipment and furniture, locking doors and other entrances and reporting unusual events to management and security personnel as appropriate. Public contact is moderate to extensive, primarily involving staff and students for the purpose of exchanging procedural information concerning cleaning needs and facility set-ups. A limited to moderate degree of independent judgment and creativity is required to perform routine cleaning and general maintenance assignments that are well prescribed. Consequences of errors in judgment could be costly in materials and employee time; however, supervisory controls limit the risk of serious consequences. A Custodian can be assigned individually or as part of a work team to various sites, and can direct the work of student assistants or temporary staff as assigned.

B. Examples of Essential Functions

A Custodian

1. exchanges information with lead and/or management staff regarding job assignments, work sites, special set-ups, supplies and equipment needs, safety procedures, assignment priorities and timelines, and other instructions and related matters; exchanges information with other staff regarding specific cleaning and general maintenance needs and timelines for completion;
2. sweeps, dusts, scrubs, waxes, vacuums and polishes floor coverings, furniture, fixtures, rugs, carpets and other surfaces; removes waste; washes, scrubs and disinfects restrooms, gymnasium facilities and swimming pool areas; cleans light fixtures, windows, door frames and other elevated areas; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions;
3. relamps light fixtures, performs minor repair and assembly tasks involving hand tools, cleans outside areas adjoined to buildings; waste removal; moves furniture and equipment for facility set-ups, according to specifications; stores cleaning equipment and supplies; reports supply quantity levels to lead and/or supervisory staff; assists in the inventory of cleaning and related supplies by monitoring quantity and reporting supply amounts as required;
4. uses safety equipment, supplies and follows safety procedures as required; reports safety, fire and sanitary hazards to supervisory staff;

C. CUSTODIAN With Swimming Pool Option:

In addition to regular custodial duties:

- i. cleans, sweeps, vacuums and polishes swimming pools and surrounding areas, including ladders, canvases, filters, railings, pool bleachers, decking, sidewalks, , drinking fountains; covers and uncovers swimming pools;
- ii. conducts chemical-level measurement; logs tests, and takes appropriate action to correct swimming pool and decorative fountain chlorine, pH alkalinity, calcium hardness and other chemical levels in order to maintain proper water balance;

CUSTODIAN (continued):

- iii. logs pool water temperatures and makes adjustments as required; performs necessary mechanical, plumbing, electrical repairs and maintenance of filtration, chemical and heating systems.
- iv. uses safety equipment, supplies and procedures specific to swimming pool maintenance;

D. Non-essential Functions

- 1. Performs other related duties as required.

E. Knowledge, Skills and Abilities

- 1. Knowledge of common cleaning solutions, tools, equipment, supplies and procedures related to cleaning and general maintenance of a variety of surfaces and facilities.
- 2. Knowledge of proper use of safety equipment, supplies and procedures related to general cleaning, use of cleaning solutions, lifting/moving objects, bending/stooping, climbing and other routines that are common to cleaning and general maintenance.
- 3. Skill in reading, comprehending and following oral and written instructions.
- 4. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities.
- 5. Skill in working cooperatively as part of a customer service team.
- 6. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle.
- 7. Ability to do heavy physical labor.
- 8. Ability to obtain forklift certification.
- 9. Ability to perform routine repetitive tasks on a continuous basis.

Training Guidelines

- 1. Job experience; special courses.
- 2. Job experience; special courses.
- 3. Basic educational courses; special courses; life experience.
- 4. Job experience; life experience.
- 5. Job experience; life experience.
- 6. Special courses; job experience; life experience.
- 7. Job experience; life experience.
- 8. Special courses; job experience.
- 9. Job experience; life experience.

For Custodian with Swimming Pool Option:

- 10. Ability to swim and to climb into a swimming pool to perform tasks. 10. Special courses; job experience.

CUSTODIAN (continued):

11. Knowledge of and skill in using common cleaning solutions, supplies, tools, procedures and chemicals required for safe maintenance of public-sized swimming pools, fountains and surrounding public areas.

11. Special courses; job experience.

F. Physical/Other Requirements

This classification requires work indoors and outdoors, with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and possession of a valid California Driver's License; and the ability to safely drive a motor vehicle in the performance of assigned tasks; in order to perform the essential functions.

G. Education and Experience

This classification requires successful completion of a certified custodial training program, or an equivalent combination of training and experience that has included demonstrated skill in the use of custodian and/or swimming pool safety procedures, cleaning equipment, solutions and supplies, including applicable chemicals; operation of common mechanical and electrical equipment related to building and facility cleaning and general maintenance; demonstrated skill in following oral and written instructions, and attention to detail.

(Rev. 09/02)

LEAD CUSTODIAN**A. General Statement**

This is skilled manual labor at the lead level involved in a variety of assignments related to the cleaning, general maintenance, and stewardship of community college facilities. This position assumes responsibility for custodial crews in the absence of the immediate supervisor. Under general supervision, the Lead Custodian directs the work of custodians, ensures that job performance standards are being observed, and performs heavy manual labor which includes the cleaning of college facilities, moving of equipment and furniture, locking doors and other entrances, and reporting unusual events to management and security personnel as appropriate. The job requires knowledge of the department's operating policies and procedures. Public contact is moderate to extensive, primarily involving staff and students for the purpose of exchanging information concerning cleaning needs and facility set-ups, but may include vendors and contractors regarding regular and special projects, purchases, inventory, set-ups, and other assignments. A moderate degree of independent judgment and creativity are required to plan, schedule and monitor the work of staff, complete given assignments, and resolve minor and some major problems that arise. Consequences of errors in judgment could be costly in materials and employee time; however, supervisory controls limit the risk of serious consequences. A Lead Custodian can lead a work team, be assigned individually or as part of a work team to various sites, direct the work of student assistants or temporary staff, and may supervise a crew(s) of custodians when needed.

B. Examples of Essential Functions**A Lead Custodian:**

1. exchanges information with management and staff regarding job assignments, daily and long-range projects, work sites, special set-ups, supplies and equipment needs, safety procedures, assignment priorities and timelines, and other instructions and related matters; exchanges information with other staff regarding specific cleaning and general maintenance needs and timelines for completion; provides input to supervisory staff for employee performance evaluations; attends meetings, workshops and other activities to obtain current information;
2. trains custodial and related staff; assists management staff in developing training and work procedures and information; uses a variety of computer software to prepare and maintain work schedules, inventory lists, maintenance schedules, and other documentation and written materials;
3. sets up, reviews and modifies staff work schedules in conjunction with management staff; schedules and modifies work site locations and assignments for staff in order to most effectively deploy custodial staff crew members; coordinates overtime assignments in conjunction with supervisor;
4. leads workers and participates in sweeping, dusting, scrubbing, waxing, vacuuming and polishing floor coverings, furniture, fixtures, rugs, carpets and other surfaces, waste removal, and other custodial assignments; washes, scrubs and disinfects restrooms, gymnasium facilities and swimming pool areas; cleans light fixtures, windows, door frames and other elevated areas;; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions;
5. relamps light fixtures; performs minor repair and assembly tasks involving hand tools, cleans outside areas, including sidewalks; collects and disposes of trash; moves furniture and equipment for special facility set-ups, according to specifications; monitors, issues and repairs cleaning equipment and supplies; reports supply quantity levels to supervisory staff; assists in the inventory of cleaning and related supplies by monitoring quantity and reporting supply amounts as required;
6. uses safety equipment, supplies and follows safety procedures as required; reports safety, fire and sanitary hazards to supervisory staff; drives a motor vehicle in the performance of assigned tasks;

Lead Custodian (continued)

Non-essential Functions

1. Performs other related duties as required.

C. Knowledge, Skills and Abilities

1. Knowledge of common cleaning solutions, tools, equipment, supplies and procedures related to cleaning and general maintenance of a variety of surfaces and facilities.
2. Knowledge of proper use of safety equipment, supplies and procedures related to general cleaning, use of cleaning solutions, lifting/moving objects, bending/stooping, climbing and other routines that are common to cleaning and general maintenance.
3. Knowledge of procedures and chemicals required for safe maintenance of public-sized swimming pools, fountains and surrounding public areas.
4. Skill in the safe operation and handling of tools, forklift, equipment and supplies, including driving a motor vehicle.
5. Skill in reading, comprehending and following oral and written instructions.
6. Skill in giving clear and concise oral and written instructions and directions.
7. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities.
8. Skill in using a variety of computer software to prepare and maintain written materials and records.
9. Skill in working cooperatively as part of a customer service team.
10. Skill in directing, scheduling and monitoring the work of others.
11. Ability to do sustained moderate to heavy physical labor.
12. Ability to perform routine repetitive tasks on a continuous basis.

Training Guidelines

1. Job experience; special courses.
2. Job experience; special courses.
3. Special courses; job experience; life experience.
4. Special courses; job experience; life experience.
5. Basic education courses; life experience.
6. Job experience; life experience; special courses.
7. Job experience; life experience.
8. Job experience; special courses; job training.
9. Job experience; life experience.
10. Job experience; life experience.
11. Job experience; life experience.
12. Job experience; life experience.

Lead Custodian (continued):

D. Physical/Other Requirements

This classification requires work indoors and outdoors, with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; receiving and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and the ability to safely drive a motor vehicle in order to perform the essential functions.

E. Education and Experience

This classification requires a combination of training and experience equivalent to successful custodial experience of increasing responsibility that has included demonstrated skill in the use of safety procedures, cleaning equipment, solutions and supplies, including applicable chemicals; operation of common mechanical and electrical equipment related to building and facility cleaning and general maintenance; demonstrated skill in following oral and written instructions; demonstrated skill in directing the work of others; attention to detail; or, an acceptable equivalent combination of training and experience. Possession of a valid California Driver's License and the ability to operate a motor vehicle is required. Possession of a forklift certification, or successful completion of a District-scheduled forklift certification course within 6 months of assuming the position, is required.

(06/16/03)

GROUNDSKEEPER

A. General Statement

This is manual labor work at the skilled level, involved in the gardening, landscaping and maintenance of plants, shrubs, trees, grounds and related equipment for a college district. Under general supervision, Public contact is primarily with department staff, but may include vendors and contractors to exchange instructions and other information regarding regular and special projects, set-ups, and other assignments. The position requires a broad knowledge of gardening and landscaping, and knowledge of the applicable safety procedures, equipment and supplies. A moderate degree of independent judgment and creativity is required to plan the procedures required to complete daily and special projects, using knowledge of landscape, gardening and safety techniques. Consequences of error in judgment could be costly in employee time, safety and materials. A Groundskeeper can direct the work of student assistants and other staff as assigned.

B. Examples of Essential Functions

A Groundskeeper

1. exchanges information with management and other staff regarding daily and long-range work assignments, special and regular projects, safety procedures, equipment and supplies, use of chemicals, work sites, and other matters;
2. mows, edges, trims, waters and fertilizes lawns, shrubs, plants and trees; plants and cultivates flowers, annuals and trees; cultivates mass plant groups as assigned; prunes trees; weeds planted areas;
3. uses common safety techniques, equipment and supplies to assure safe handling of motor and electrical equipment, supplies and chemicals; use proper safety equipment and supplies to climb and handle trees and branches;
4. cultivates, prepares and lines athletic fields for play; paints and repairs benches, recreation equipment, tables and fences;
5. operates and maintains power driven equipment such as lawn mowers, back-pack blowers, stringline trimmers, edgers, clippers, rototillers, tractors, trucks and other grounds maintenance equipment as assigned; uses hand tools to work soil and to remove weeds, undergrowth and debris from college grounds and landscaped areas; drive a motor vehicle to pick up and deliver equipment, supplies, debris and other items;
6. uses a variety of non-restricted chemicals to exterminate weeds, insects, rodents, aphids and other pests;
7. rakes leaves; loads and unloads brush, branches, rubbish and materials; cleans drains, culverts, stream beds, pathways, sidewalks, parking lots and grounds.

8. inventories grounds and related equipment and supplies; makes recommendations for and/or executes the purchase or repair of equipment, chemicals and supplies.

GROUNDSKEEPER

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

1. Knowledge of general principles of gardening, landscaping and grounds maintenance, including plant identification and basic intercultural gardening techniques, equipment and supplies.
2. Knowledge of safety procedures, equipment and supplies applicable to gardening, landscape and grounds maintenance.
3. Knowledge and skill in installing, maintaining and repairing irrigation systems and controls.
4. Skill in reading, comprehending and following written materials, instructions and directions.
5. Skill in communicating effectively with people who are diverse in their cultures, language groups and abilities.
6. Skill in working effectively as part of a customer service team.
7. Skill in safe operation and handling of mechanical and electrical equipment, tools and supplies, including driving of a motor vehicle.
8. Ability to do moderate to heavy physical labor.

Training Guidelines

1. Job experience; special courses.
2. Job experience; special courses.
3. Special courses; job experience; life experience.
4. Basic education; special courses;
5. Job experience; life experience.
6. Job experience; life experience.
7. Job experience; special courses.
8. Job experience; life experience.

E. Physical/Other Requirements

This position requires work outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and driving a motor vehicle, in order to perform the essential functions.

F. Education and Experience

This position requires a combination of training and experience equivalent to successful gardening and landscaping experience that has included demonstrated skill in the use of safety procedures, equipment and supplies, including applicable chemicals; operation of common mechanical and electrical equipment related to gardening, landscaping and grounds maintenance; demonstrated skill in following oral and written instructions, and attention to detail; or, an acceptable equivalent combination of training and experience. Possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks is required. Possession of a forklift certification is also required.

(06/05)

LEAD GROUNDSKEEPER**A. General Statement**

This is skilled manual labor at the lead, working level, involved in scheduling, coordinating and participating in the gardening, landscaping, and maintenance of plants, shrubs, trees, grounds, athletic fields and related equipment for a college district. This position is second in responsibility for the work of grounds crews, and assumes responsibility for grounds operations in the absence of the immediate supervisor. Under general supervision, the position requires a working knowledge of all common assignments related to the planting, cultivation, disease identification and prevention, care and maintenance of large areas of diverse plants, trees, turf, grounds, and irrigation systems and controls. Public contact is extensive and primarily with department staff, but may include vendors and contractors to exchange instructions and other information regarding regular and special projects, purchases, inventory, set-ups, and other assignments. The position requires a broad knowledge of gardening and landscaping, and knowledge of the applicable safety procedures, chemicals, equipment and supplies. A moderate to high degree of independent judgment and creativity is required to plan, schedule and monitor the work of staff, complete given assignments, and resolve minor and some major problems that arise. Consequences of errors in judgment could be costly in employee time, safety and in materials. A Lead Groundskeeper can direct the work of groundskeepers, student assistants and other staff as assigned.

B. Examples of Essential Functions

A Lead Groundskeeper:

1. exchanges information with managers, grounds, and maintenance staff regarding daily and long-range projects, work assignments and staffing needs; meets with grounds and other staff to give instructions, work assignments and directions; provides input to supervisory staff for employee performance evaluations; attends meetings, workshops and other activities to obtain current information;
2. trains grounds and related staff; assists management staff in development of training and work procedures and information; uses a variety of computer software to prepare and maintain work schedules, inventory lists, maintenance schedules, and other documentation and written materials
3. sets-up, reviews and modifies staff work schedules in conjunction with management staff; schedules and modifies work site locations for staff in order to most effectively deploy grounds crew members;
4. leads workers and participates in mowing, edging, trimming, plant disease and pest prevention, chemical spraying, watering, fertilizing, planting, cultivating, pruning and weeding;
5. leads workers, and participates in using common safety techniques, equipment and supplies to assure safe handling of equipment, tools, supplies and chemicals; monitors others, and uses proper safety equipment to perform elevated work.
6. inventories grounds and related equipment and supplies, makes recommendations for the purchase or repair of, and/or purchases and repairs, equipment, tools, chemicals and supplies;
7. cultivates, prepares and lines athletic fields for play; paints and repairs benches, recreation equipment, tables and fences, and leads other crew members in completing athletic field assignments;

8. operates and maintains power driven equipment such as lawn mowers, edgers, clippers, rototillers, lifts, and other grounds maintenance equipment as assigned; uses hand tools to work soil and to remove weeds, undergrowth and debris from college grounds and landscaped areas; drive a motor vehicle in the performance of assigned tasks.
9. leads the department chemical spray program and staff to prevent plant disease and control pests; uses a variety of chemicals to exterminate insects, rodents and other pests;
10. coordinates and communicates with chemical spray technician and/or outside vendors for restricted chemical applications;
11. exterior trash collection and disposal; rakes leaves; loads and unloads brush, branches, rubbish and materials; cleans drains, culverts, stream beds, pathways, sidewalks, parking lots and grounds.

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

- | | |
|--|---|
| <ol style="list-style-type: none"> 1. Knowledge of general principles of gardening, landscaping and grounds maintenance, including plant identification and basic intercultural gardening techniques, equipment and supplies. | <ol style="list-style-type: none"> 1. Job experience; special training courses. |
| <ol style="list-style-type: none"> 2. Knowledge of safety procedures, equipment and supplies applicable to gardening, landscape and grounds maintenance. | <ol style="list-style-type: none"> 2. Job experience; special training courses. |
| <ol style="list-style-type: none"> 3. Knowledge and skill in installing, maintaining and repairing irrigation systems and controls. | <ol style="list-style-type: none"> 3. Job experience; life experience. |
| <ol style="list-style-type: none"> 4. Skill in reading, comprehending and following oral and written materials, instructions and directions, and blueprints. | <ol style="list-style-type: none"> 4. Basic education courses; special training courses.. |
| <ol style="list-style-type: none"> 5. Skill in communicating effectively with people who are diverse in their cultures, language groups and abilities. | <ol style="list-style-type: none"> 5. Job experience; life experience. |
| <ol style="list-style-type: none"> 6. Skill in directing, scheduling and monitoring the work of others. | <ol style="list-style-type: none"> 6. Job experience; life experience. |
| <ol style="list-style-type: none"> 7. Skill in safe operation and handling of tools, equipment and supplies, including driving of a motor vehicle. | <ol style="list-style-type: none"> 7. Job experience; special training courses. |
| <ol style="list-style-type: none"> 8. Skill in using a variety of computer software to prepare and maintain written materials and records. | <ol style="list-style-type: none"> 8. Job experience; special courses; job training. |
| <ol style="list-style-type: none"> 9. Skill in working cooperatively as part of a customer service team. | <ol style="list-style-type: none"> 9. Special training courses; job experience; life experience. |
| <ol style="list-style-type: none"> 10. Skill in giving oral instructions and directions. | <ol style="list-style-type: none"> 10. Job experience; life experience. |
| <ol style="list-style-type: none"> 11. Ability to do moderate to heavy physical labor. | <ol style="list-style-type: none"> 11. Job experience; life experience. |

E. Physical/Other Requirements

This position requires work outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and driving a motor vehicle, in order to perform the essential functions.

F. Education and Experience

This position requires a combination of training and experience equivalent to successful gardening and landscaping experience of increasing responsibility that has included demonstrated skill in the use of safety procedures, equipment and supplies, including applicable chemicals; demonstrated working knowledge of plant disease identification and prevention and pest control; directing the work of others; operation of common mechanical and electrical equipment related to gardening, landscaping and grounds maintenance; demonstrated skill in following oral and written instructions, and attention to detail; or, an acceptable equivalent combination of training and experience. Possession of a valid California Drivers' License and the ability to safely drive a motor vehicle is required.

(Rev. 5/10)

A. General Statement

This is maintenance work at the multi-skilled level, performing a variety of tasks in the building trades. Although work requires the use of journey-level work tools and the ability to perform operations in several of the crafts, the skill required in any one field is less than that would be required of a journey-level worker in that field. Under general supervision, the employee performs a variety of tasks necessary for the maintenance and repair of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing & building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control and other support systems for community college facilities. The Utility Engineer works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A utility engineer may be assigned to work at a single campus, or at multiple campuses; and may be assigned to work individually or in a team under the direction of higher level engineers and/or management.

B. Examples of Essential Functions

A Utility Engineer:

1. exchanges information with lead and/or management, maintenance and other staff regarding ongoing and special maintenance projects, project priorities, materials, staffing, and timelines required; confers with management regarding safety procedures, equipment, supplies; provides information on repair and installation needs, as technical resource, to outside department staff; attends workshops, meetings and other events to obtain current information;
2. installs, adjusts, modifies and repairs building systems and campus infrastructure systems; assesses condition of fixtures and parts; replaces parts and makes recommendations for and/or executes the purchase of new parts and supplies; works with contractors to complete a variety of projects, as assigned; schedules and monitors the work of other staff as assigned;
3. services, repairs and maintains vehicles and equipment according to a maintenance schedule;
4. participates in cleaning and painting of paintable surfaces; performs routine inspections on a regular basis for proper working order; checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards; inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed;
5. drives a motor vehicle to various work sites and to pick up and deliver materials and equipment;
6. cleans and maintains the maintenance center and related work areas;
7. uses a computer and computer software to enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data.

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

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|--|--|
| 1. Knowledge of trade procedures, equipment, tools, and supplies commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment. | 1. Special courses; job experience. |
| 2. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations. | 2. Special courses; job experience. |
| 3. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment, and completed work. | 3. Special courses; job experience. |
| 4. Skill in working cooperatively as part of a customer service team. | 4. Job experience; life experience. |
| 5. Skill in reading and comprehending complex instructions, blueprints and directions; ability to follow instructions. | 5. Special courses; job experience. |
| 6. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data. | 6. Special courses; job experience. |
| 7. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle. | 7. Special courses; job experience; life experience. |
| 8. Ability to obtain forklift certification. | 8. Special courses; job experience. |
| 9. Ability to perform moderate to heavy physical labor on a sustained basis. | 9. Job experience, life experience. |
| 10. Skill in setting up, maintaining, and evaluating detailed records. | 10. Job experience; special courses. |
| 12. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities. | 12. Job experience; life experience. |

E. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks.

F. Education and Experience

This classification requires a combination of training and experience equivalent to semi-skilled general building maintenance work preferably in two or more building maintenance trades. Possession of California Driver's License is required. Possession of a forklift certification, or successful completion of a forklift certification course within 6 months of assuming the position, is required.

(6/16/03)

MAINTENANCE ENGINEER

A. General Statement

This is journeyman-level work involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing and building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control, and other support systems for community college facilities. Under general supervision, the Maintenance Engineer works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A Maintenance Engineer can direct the work of student assistants and other staff as assigned.

B. Examples of Essential Functions

A. Maintenance Engineer

1. exchanges information with lead and/or management, maintenance and other staff regarding ongoing and special maintenance projects, project priorities, materials, staffing, and timelines required; confers with management regarding safety procedures, equipment, supplies; provides information on repair and installation needs, as technical resource, to outside department staff; attends workshops, meetings and other events to obtain current information;
2. installs, adjusts, modifies and repairs building systems and campus infrastructure systems; assesses condition of fixtures and parts; replaces parts and makes recommendations for and/or executes the purchase of new parts and supplies; works with contractors to complete a variety of projects, as assigned; schedules and monitors the work of other staff as assigned;
3. services, repairs and maintains vehicles and equipment according to a maintenance schedule;
4. directs and participates in cleaning and painting of paintable surfaces; performs routine inspections on a regular basis for proper working order; checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards; inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed;
5. drives a motor vehicle to various work sites and to pick up and deliver materials and equipment;
6. cleans and maintains the maintenance center and related work areas;
7. uses a computer and computer software to enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data;

C. Non-essential Functions

1. Performs other related duties as assigned.

MAINTENANCE ENGINEER (continued):

D. Knowledge, Skills and Abilities

1. Knowledge of maintenance trade procedures, equipment, tools, and supplies commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment.
2. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations.
3. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment, and completed work.
4. Skill in working cooperatively as part of a customer service team.
5. Skill in reading and comprehending complex instructions, blueprints and directions;
6. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data.
7. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle.
8. Ability to obtain forklift certification.
9. Ability to perform moderate to heavy physical labor on a sustained basis.
10. Skill in setting up, maintaining, and evaluating detailed records.
12. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities.

Training Guidelines

1. Special courses; job experience.
2. Special courses; job experience.
3. Special courses; job experience.
4. Job experience; life experience.
5. Special courses; job experience.
6. Special courses; job experience.
7. Special courses; job experience; life experience.
8. Special courses; job experience.
9. Job experience, life experience.
10. Job experience; special courses.
12. Job experience; life experience.

E. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California

MAINTENANCE ENGINEER (continued):

Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks in order to perform the essential functions..

F. Education and Experience

This classification requires a combination of training and experience equivalent to completion of the twelfth grade or equivalent, and completion of a recognized apprenticeship program and/or successful work experience of increasing responsibility that has included work with a variety of building and infrastructure systems, tools, vehicle and equipment, maintenance and repair; public contact that demonstrates skill in communicating effectively with people of diverse cultures, language groups and abilities; demonstrated skill in reading, comprehending and following complex instructions; possession of a valid California Driver's License. Possession of a forklift certification, or successful completion of a forklift certification course within 6 months of assuming the position, is required.

(061603)

A. General Statement

This is journey-level work in a lead position, involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing and building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control, and other support systems for community college facilities. Under general supervision, the Senior Maintenance Engineer schedules and coordinates work teams, or works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, plan, schedule and monitor the work of staff, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A Senior Maintenance Engineer can direct the work of maintenance and other staff, student assistants and other staff as assigned. A Senior Maintenance Engineer can be assigned to work at an individual campus, or at all campuses, under the direction of higher level engineers and/or management, and in accordance with established schedules and needs.

B. Examples of Essential Functions

A Senior Maintenance Engineer

1. exchanges information with management, maintenance and other staff regarding ongoing preventive and special maintenance projects, project priorities, materials, staffing, and timelines required; meets with engineers and other staff to give instructions, work assignments and directions; confers with management regarding safety procedures, equipment, supplies; provides information on repair and installation needs, as technical resource, to outside department staff; attends workshops, meetings and other events to obtain current information;
2. trains and directs the work of engineers and other staff; assists higher level engineering and/or management staff in developing training and work procedures and information;
3. installs, adjusts, modifies and repairs building systems and campus infrastructure systems; assesses condition of fixtures and parts; replaces parts and makes purchases of new parts and supplies; works with contractors to complete a variety of projects, as assigned; schedules and monitors the work of maintenance and other staff as assigned;
4. services, repairs and maintains vehicles and equipment;
5. directs and participates in cleaning and painting of paintable surfaces; performs routine inspections on a regular basis for proper working order; checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards; inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed;
6. drives a motor vehicle to various work sites and to pick up and deliver materials and equipment;
7. cleans and maintains the maintenance center and related work areas;
8. uses a computer and computer software to enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data;

SENIOR MAINTENANCE ENGINEER (continued):

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

1. Knowledge of trade procedures, equipment, tools, supplies and staffing commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment.
2. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations.
3. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment.
4. Skill in working cooperatively as part of a customer service team.
5. Skill in reading and comprehending complex instructions, blueprints and directions; ability to follow instructions.
6. Skill in directing, scheduling and monitoring the work of others.
7. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data.
8. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle.
9. Ability to obtain forklift certification.
10. Ability to perform moderate to heavy physical labor on a sustained basis.
11. Skill in setting up, maintaining, and evaluating detailed records.
12. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities.

Training Guidelines

1. Special courses; job experience.
2. Special courses; job experience.
3. Special courses; job experience.
4. Job experience; life experience.
5. Special courses; job experience.
6. Job experience; special courses.
7. Special courses; job experience.
8. Special courses; job experience; life experience.
9. Special courses; job experience.
10. Job experience, life experience.
11. Job experience; special courses.
12. Job experience; life experience.

SENIOR MAINTENANCE ENGINEER (continued):

E. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks, in order to perform the essential functions.

F. Education and Experience

This classification requires a combination of training and experience equivalent to completion of the twelfth grade or equivalent, and completion of a recognized apprenticeship program and/or successful work experience of increasing responsibility that has included work with a variety of building and infrastructure systems, tools, vehicle and equipment installation, maintenance and repair; directing the work of others; public contact that demonstrates skill in communicating effectively with people of diverse cultures, language groups and abilities; demonstrated skill in reading and comprehending complex instructions; possession of a valid California Driver's License. Possession of a forklift certification, or successful completion of a forklift certification course within 6 months of assuming the position, is required.

(9/10/02)

A. General Statement

This is journey-level maintenance work at the most complex level, responsible for oversight of college campus engineering operations. Under direction, the Chief Engineer performs the maintenance and repair of facilities, oversees the maintenance and repair of facilities by staff and vendors, participates in managing the engineering discretionary budget, inspects facilities for performance verification and quality control, exchanges information with management staff on operations and special projects, participates in minor remodeling of facilities by estimating labor, material and equipment requirements and coordinating staff to perform the work and participating in doing the work, coordinates approved vendors/contractors, coordinates with grounds and custodial staff, and provides leadership to campus engineering and other facilities staff. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, plan, schedule and monitor the work of staff, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time.

The work requires comprehensive technical knowledge of college campus building and infrastructure systems including structural, building envelope, wall/floor/ceiling, electrical, telecom/datacom, mechanical, plumbing, access controls, life safety, and vertical transportation. The work requires the ability to manage the workloads and schedules of subordinate engineers as well as district wide engineers assigned to the campus; to foster teamwork and camaraderie toward a common goal; to work alongside engineers while serving in a position of leadership; to assess knowledge/skill/ability of subordinate staff and coordinate training for professional development; and to assist the campus facilities supervisor in evaluating the performance of subordinate staff. The work requires exceptional organizational skill and attention to detail; working knowledge of computer applications including Word, Excel, Access, Project, PowerPoint, Outlook, AutoCAD, and the internet; and the general business acumen and abilities necessary to oversee the engineering operations of a college campus.

B. Essential Functions

Duties may include, but are not limited to, the following:

1. Direct the workloads and schedules of campus engineering staff.
2. Coordinate the workload and schedules of district senior engineers.
3. Perform and coordinate routine maintenance, response to trouble calls, and emergency response.
4. Ensure integrity of maintenance supplies and equipment inventory.
5. Perform inspections of facilities.
6. Exchange information with management staff on engineering operations and special projects.
7. Ensure facility compliance with applicable codes, regulations and standard operating procedures.

8. Review blueprints for new construction and remodeling for compliance with standard operating procedures, materials, finishes, and potential conflicts.
9. Coordinate work effort of other staff to ensure prompt accomplishment of projects.
10. Assist in the preparation and management of the engineering discretionary budget.
11. Assess the knowledge/skill/ability of subordinate staff; coordinate training for professional development; and assist the campus facility manager in evaluating the performance of subordinate staff.
12. Use a computer to write correspondence, provide reports, track expenses, estimate special projects, create schedules, obtain information, and create presentations.

C. Non-Essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

Knowledge of materials, equipment, tools and terminology used in building maintenance work.

Special courses; job experience; job training

Exercises caution and complies with all mandated CAL/OSHA safety provisions in the course of work.

Special courses; job experience; job training

Knowledge of building and infrastructure systems, including: structural, building envelope, roofing, building monitoring, control, access controls, life safety, electrical, mechanical, plumbing, telecom/datacom, interior floor/wall/ceiling, and vertical transportation systems.

Special courses; job experience

Knowledge of basic electrical, carpentry, welding, and mechanical principles and procedures.

Special courses; job experience

Ability to perform heavy labor.

Job experience; job training

Ability to perform routine technical functions in the repair and maintenance of college campus building and infrastructure systems.

Special courses; job experience

Ability to work independently and prioritize jobs.

Job experience; life experience

Ability to use required tools and equipment skillfully and safely.

Special courses; job experience; life experience

Ability to keep/maintain work records in an organized manner.	Job experience; job training
Skill in managing discretionary budget.	Special courses; job experience; life experience
Skill in handling emergency situations.	Special courses; job experience; life experience
Skill in understanding and giving oral and written instructions and directions.	Special courses; job experience; life experience
Ability to work independently under minimum supervision.	Job experience; life experience
Skill in organizing work loads and schedules.	Job experience; job training
Ability to foster teamwork and enthusiasm.	Special courses; job experience; life experience
Skill in communicating respectfully and effectively with people at various levels within and outside of the organization who are diverse in cultures, language groups and abilities.	Job experience; life experience
Skill in reading and interpreting blueprints	Special courses; job experience; job training
Skill in assessing completed work for standard of quality.	Special courses; job experience; life experience
Ability to obtain forklift certification.	Special courses; job experience

Physical Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; ability to sit at a workstation and use a computer for periods of time while performing office-related functions; interacting with individuals and small groups; demonstrated skill in reading and comprehending complex instructions; possession of a valid California Driver’s License and the ability to safely drive a motor vehicle in the performance of assigned tasks, in order to perform the essential functions.

F. Education, Training and Experience

This classification requires a combination of training and experience equivalent to completion of the twelfth grade or equivalent, and completion of a recognized apprenticeship program and/or successful work experience of increasing responsibility in a complex facilities environment that has included work with a variety of building and infrastructure systems; tools, vehicle and equipment installation, maintenance and repair; directing the work of others; public contact that demonstrates skill in communicating effectively with people of diverse cultures, language groups and abilities; demonstrated skill in reading and comprehending complex instructions; budget management; and working knowledge

of a variety of computer applications. The incumbent must have successfully completed a seminar or workshop in supervision or management in an acceptable institution, or will successfully complete such a seminar or workshop within six months after assuming the position. Possession of a California driver's license and the ability to safely operate a motor vehicle is required. Possession of a forklift certification, or successful completion of a forklift certification course within 6 months of assuming the position, is required.

(06/16/03)

A. General Statement

This is journey-level work in a lead position with emphasis on door hardware, mechanical/electronic lock systems, fire alarm systems, sprinkler systems, and Building Management Systems (BMS) Controls. Under general supervision, the employee performs a variety of tasks necessary for the maintenance and repair of buildings, facilities, security systems, electronic and hardware equipment. Employees in this classification may also be involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, , roofing and building envelope, structural, interior floor/wall/ceiling, building monitoring, control, and other support systems for community college facilities. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, plan, schedule and monitor the work of staff, and to resolve minor and some major problems that arise.

Consequences of errors in judgment can be costly in materials, public relations and in employee time. The DW Systems Engineer will report to the Director of Maintenance and Operations and can direct the work of maintenance and other staff, student assistants and other staff as assigned. The DW Systems Engineer may be assigned to any or all District locations, on a rotating or as-needed basis, to perform preventive maintenance and/or repair work. This position will be expected to work collaboratively with each College's Chief Engineer. This position requires an individual with excellent scheduling abilities, a customer-service driven work ethic, good communication and organizational skills, and the ability to remain focused with little or no direct supervision.

B. Essential Functions

Duties may include, but are not limited to, the following:

1. Evaluate equipment and develop preventive maintenance schedules for all access control systems, fire/life safety systems, and BMS Controls systems.
2. Implement and administer each college's procedures for processing and distribution of access control devices.
3. Perform changes to lock cylinder pin combinations and maintain records in master key schedule, as requested by Campus Facilities.
4. Participate in the design and planning, and administer the installation of, all new construction or renovations with regard to fire/life safety systems, access controls systems, building management systems and security systems to include recommendations for change to existing systems.
5. Order and maintain an inventory of replacement parts, including but not limited to, key blanks, plugs, cylinders, knobs, levers, locksets, deadbolts, closers, astragals, strike plates, motion sensors, door contacts, keypads, etc. Maintain data in the inventory control system.
6. Investigate and troubleshoot problems with fire/life safety, access controls, and BMS systems and develop plans for additional repairs, as needed.
7. Ensure conformance with all applicable state and federal regulations for fire/life safety systems and liaison with State, Federal and Insurance agencies during inspections of District facilities.

C. Non-Essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

Knowledge of door/window hardware, lock devices.	Special courses; job experience; job training
Knowledge of electronic access control and security systems.	Special courses; job experience; job training
Knowledge of master key systems.	Special courses; job experience; job training
Knowledge of materials, equipment, tools and terminology used in building maintenance work.	Special courses; job experience; job training
Knowledge of fire and building codes, and Americans with Disabilities Act regulations.	Special courses; job experience; job training
Exercises caution and complies with all mandated CAL/OSHA safety provisions in the course of work.	Special courses; job experience; job training
Knowledge of State, Federal and local regulations regarding fire alarm equipment, systems needs, chemical storage and handling.	Special courses; job experience; job training
Knowledge of basic electrical/carpentry/welding principles and procedures.	Special courses; job experience; job training
Knowledge of Building Management Systems controls and procedures.	Special courses; job experience; job training
Knowledge of complex physical plant operations to include heating hot water systems, chilled water systems, and HVAC systems.	Special courses; job experience; job training
Knowledge of electrical distribution systems.	Special courses; job experience; job training
Skill in understanding and giving oral and written instructions and directions.	Job experience; job training
Skill in communicating respectfully and effectively with people at various levels in an organization diverse in cultures, language groups and abilities.	Job experience; life experience
Ability to prepare correspondence to outside agencies and vendors.	Special courses; job experience
Ability to utilize and repair fire safety equipment.	Special courses; job experience
Ability to use computer programs and test equipment.	Special courses; job experience
Ability to analyze lock and security systems requirements and develop solutions.	Special courses; job experience; job training
Ability to keep/maintain work records in an organized manner.	Special courses; job experience; job training
Ability to perform routine technical functions in the repair and maintenance of access controls systems, both mechanical and electrical,	Special courses; job experience; job training
Ability to work independently under minimum supervision.	Job experience; life experience
Ability to prioritize jobs and develop schedules.	Job experience; life experience
Ability to use required tools and equipment skillfully and safely.	Special courses; job experience; job training
Ability to maintain cooperative relationships with those contacted in the course of duty.	Job experience; life experience

Ability to drive maintenance vehicles.	Special courses; life experience
Ability to interface with administrators, Public, State, and Federal inspectors.	Special courses; job experience; life experience
Ability to work from drawings, sketches, and blueprints.	Special courses; job experience; job training
Ability to assess completed work for standard of quality.	Special courses; job experience

E. Physical Requirements

Must be capable of performing sustained physical activities to include the ability to lift heavy equipment and materials (up to 75 lbs). Must be able to lift, carry, push and pull a variety of material and equipment such as locks, doors, hardware, hand tools, power tools, fixtures, furniture, portable welding equipment and air compressors. Must be able to work inside and outside including during inclement weather.

F. Education and Experience

Education level must be equivalent to completion of the twelfth grade or related apprenticeship program. This position requires: four (4) years of journeyman level experience in the locksmith and/or access controls trade; or successful completion of a certification program in locksmithing and/or access controls plus two (2) years of journeyman level experience in the locksmith and/or access controls trade; a combination of three (3) years practical experience with fire alarm and sprinkler systems and one (1) year journeyman-level experience in the electrical trade; two (2) years practical experience with a building management and/or energy management system. Possession of a California driver's license is required.

CAMPUS FACILITIES OPERATIONS TECHNICIAN**A. General Statement**

This is senior-level clerical work at the lead level involved in assisting management and participating in the daily operations of the Facilities Maintenance department. Under general supervision, the employee receives and/or assigns reactive and preventive maintenance service requests utilizing a work order management database program; under the direction of the Chief Engineer, schedules building equipment and lighting systems utilizing web-based building management software (BMS) program, programs access controls devices and schedules building access control systems utilizing a software program (ACAMS); programs and updates communications devices utilizing phone management software program; provides administrative support to department supervisors and maintenance staff; exchanges information with College and District Office staff, vendors, contractors, students, other educational institutions, business and community representatives, and the general public regarding a variety of department policies, procedures, projects, timelines, and other operational matters; initiates follow-up to telephone inquiries and on-line service requests; monitors and processes invoices and credit card charges; monitors budget and performs necessary account transfers; sets-up and maintains online and manual files of projects, service requests, supplies and equipment, inventory, budget activities, contractor information, and other data as assigned; using a variety of computer software composes and/or prepares reports, correspondence, memoranda and other materials from rough draft; attend meetings, compiles meeting packets and takes/transcribes minutes as assigned; processes mail on a daily basis; completes forms and surveys, and compiles data for a variety of special and regular reports, modifies and enters online data; maintains inventory of office supplies; performs other clerical duties and support activities to assist department and College staff as assigned. Public contact is extensive, involving students, staff, the general public, business and community representatives for the purpose of providing guidance and exchanging procedural information. A high degree of independent judgment 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 can be costly in employee time, public relations and money; however supervisory controls limit the risk of serious errors. A Campus Facilities Operations Technician can direct the work of other staff and student assistants as assigned.

B. Examples of Essential Functions

1. Exchanges information with students, staff, the general public, business and community representatives and outside agencies and organizations to : screen campus maintenance service requests for dispatch to appropriate department staff to include follow-up regarding status; 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; development of short and long-range plans for department services; screens telephone and in-person inquiries and makes referrals to appropriate college or department staff; attends meetings to obtain current information.
2. Compiles, verifies and submits monthly payroll information; schedules meetings, training and conference attendance; purchases and distributes maintenance tools and equipment, office supplies, communication devices and accessories, and uniforms; collects and distributes mail; maintains department and personnel files, as well as vendor files; trains and assists maintenance staff with computer software programs.

3. Uses a variety of databases and computer software to: retrieve, dispatches and closes on-line maintenance service requests; adjust schedules for building operational systems; performs accounting related duties to include; entering and monitoring purchase orders; budget and journal transfers to process credit cards and other payments; reconcile and submit petty cash for disbursement.
4. Uses web-based building management software programs; BMS and ACAMS for building equipment, lighting systems and schedules building access control systems; program communication devices; tracks space inventory, staff attendance, overtime for college events and special projects, employee training, key requests, utility meter readings, department vehicle and equipment status and assignments; reports status of department operations.
5. Enters annual funding proposals and space inventory for submission to the State Chancellor's office; enters and submits annual waste diversion report; composes and prepares routine correspondence, memoranda, and other written materials; prepares routine and special reports as assigned.

C. Nonessential Functions

1. Performs other related services as required.

D. Knowledge, Skills and Abilities

Training Guidelines

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|---|--|
| 1. Knowledge of office organizational procedures including workflow, office equipment, supplies, file systems and computer applications. | 1. Job training; job experience. |
| 2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for in-scope decision-making. | 2. Job experience; college courses. |
| 3. Knowledge of general accounting procedures used for accounts payable and receivable, journals, balancing, and reporting. | 3. Job experience; college courses. |
| 4. Skill in respectful, sensitive communication with people at all levels within organization who are diverse in their cultures, language groups and abilities. | 4. Job experience; life experience. |
| 5. Skill in use of a variety of computer databases and software programs to set up and maintain financial and statistical records and to enter, retrieve and format data for service requests, scheduling, programming of devices and equipment and creating reports. | 5. College courses; job experience; special courses. |
| 6. Skill in working accurately under deadline pressure. | 6. Job experience; college courses. |
| 7. Skill in training and directing the work of others. | 7. Special courses; job experience. |

- | | |
|--|--------------------------------------|
| 8. Skill in oral communication, including giving clear and concise instructions. | 8. College courses; job experience. |
| 9. Skill in written communication. | 9. College courses; special courses. |
| 10. Ability to work effectively as part of a customer service team. | 10. Job experience; life experience. |

E. Physical and 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; sitting for long periods; pushing, pulling and reaching overhead; diffusing anger; good memory; directing others; flexibility and adaptability in order to perform the essential functions.

F. Education and Experience

This classification requires a combination of education and experience equivalent to completion of an Associate degree in accounting, business administration, or a closely related field; and successful clerical experience of increasing responsibility that has included demonstrated skill in communication with people at various levels within an organization who are diverse in their cultures, language groups and abilities; directing the work of others; use of a variety of spreadsheets and other computer software to set up, track, compile data for, format and prepare reports on financial documentation; demonstrated skill in oral and written communication; cashiering and other monetary transactions; and demonstrated skills in working effectively as part of a customer service team.

(Rev 3/08)

ADMINISTRATIVE ASSISTANT – FACILITIES

General Statement: This is paraprofessional work involved in providing a variety of technical, coordinative and other support services to senior administrative staff in the San Mateo County Community College Facilities Office. Under direction, the position is responsible for moderate to complex assignments, such as research and reporting; project and/or staff coordination and follow-up; facilitating meetings; planning and implementing workshops, coordinating presentations, and special events. Public contact is extensive and can include staff, students, outside agencies and organizations for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to create original materials, plan and implement major workloads and to provide input into workflow and project planning and implementation. An Administrative Assistant can direct the work of clerical and other staff and student assistant as assigned.

Duties and Responsibilities:

1. Exchanges information with staff, students, other educational institutions, funding, regulatory and other outside agencies and organizations, and the general public regarding College and District policies, procedures, timelines, staffing, contracts, event planning and other issues; represents administrative staff at a variety of meetings as assigned; drives a motor vehicle to attend workshops, meetings and other events to present and/or obtain current information used to develop original materials or make modifications to existing procedures; confers with administrative staff regarding moderate to complex projects and workflow; attends trainings at the State Chancellor's Office to provide skill in supporting executive management with any submittals needed by the CCCO. Submittals include Request for Approval to Bid, Request to Accept Bid, Approval of Working Drawings, Approval of Construction Contract Award, and Approval to Proceed to Bid. SCO training she has attended includes FUSION (Facility Utilization Space Inventory Option Net) Training, 5YCP Training and FPP Training. On a regular basis this position coordinates information and work projects with the Chancellor's Office Administrative Staff, President's Office Administrative Staff, Facilities Operations Technicians (FOTs), outside vendors, Swinerton Construction, Division of State Architects (DSA), and the Construction Planning Department; coordinates with Campus Presidents and Vice Presidents on a case-by-case basis. This position attends monthly District Office Administrative Support meetings with Administrative Staff working in the Chancellor's Office; on a daily basis, manages the Executive Management calendars, working and communicating with representatives from the State Chancellor's Office, various vendors and contractors, Academic Administrators, Faculty, Students, Academic Staff and District Staff at all levels. Contact with the public is very extensive; coordinates and organizes meetings and events for the department. Leads, plans, and organizes groundbreaking ceremonies which are complex, multi-campus events that require synchronization from the District, Community, multiple departments and multiple shifts. Delegates responsibilities to Facilities Operations Technicians (FOTs), Engineers, Custodians and Groundskeepers; facilitates the postcard design, production and distribution; maintains records of expenses and project timelines. On an annual basis this position coordinates a multi-campus, multi-shift general session for all Facilities staff. This position requires a valid CA driver's license and requires driving an automobile to various campuses and off-site locations for a variety of events and meetings.
2. Researches, compiles data for, designs, formats and prepares statistical, financial, demographic and other data for special and regular reports and databases, using a variety of computer and presentation software; makes recommendations for changes to procedures, workflow and policies; sets up and

maintains a library of resource materials on a variety of topics; The invoicing for PCS and Verizon is multi-campus and multi-site; uses utility records and meter readings to find the kilowatt rate per month; maintains and updates the utility billing history spreadsheet; researches and prepares executive management briefings and provides updated information. Audiences for these briefings include State-wide Conferences, Campus Management Councils, Campus Safety Meetings, Campus Open Forums, the Bond Oversight Committee and the District Board of Trustees. Creativity is required to produce original documents with minimal supervision. This position generates and updates various reports; responsible for complex Quarterly Cell Site Invoicing; prepares and sends invoices to Cell Site owners on campus including: Sprint, Nextel, T-Mobile, Metro. Invoicing also includes PG&E, Cal Water, City of Redwood City, City of San Bruno, SPURR and Constellation New Energy; updates the spreadsheet with electricity usage, gas usage, gas charges, rate schedule and days in cycle every time an invoice is received; maintains and updates the Facilities Team Member Handbook and distributes as necessary to new employees; maintains and updates the Certificate of Insurance (COI) binder; updates expired COIs and tracks all COIs in a log; sets up and maintains executive managements' "library" of a variety of subject matters related to the department information and projects; coordinates the monthly UHF Radio tests with all three campuses; initiates the testing and takes notes of test results and radios that do not work properly; maintains 2 UHF Radios and assures that they are always ready and the batteries are charged; responsible for the Facilities Excellence Rewards Program; composes and edits letters that are sent to outside vendors for donations and maintains a log to track donation dollars received; uses the BANNER system for budgeting, accounting and purchasing matters; maintains and journals ProCard charges for the District Facilities Staff; performs ProCard Transfers, Budget Transfers, Requisitions, and Purchase Orders; utilizes FUSION (Facility Utilization Space Inventory Option Net) a web-based, state-wide multi-district database which is designed for facilities assessment, planning, project management and evaluation; inventories, estimates and tracks facility deficiencies; organizes meetings and trainings working closely with the State Chancellor's Office (CCCO/IOU) and CCCO representatives, state-wide.

3. Trains, supervises and evaluates the work of clerical and other staff as assigned; coordinates staff in other College and District units on special and regular projects; plans project timelines, required staff support, outcomes and deliverables; trains new Staff Assistants and Facilities Operations Technicians; serves as a resource person for questions and guidance.

4. Composes correspondence, survey responses, memoranda, brochures, training materials, briefings, handbooks and other reference materials as assigned; prepares contract signature requests and requisitions for Swinerton Exhibits; updates the log and electronically files critical documents; assists in completing Professional Services Agreements (PSA) for newly contracted vendors; assists in completing the PSA for Management and Policing Consulting, L.L.C.; completes independent contractor contracts when a new contractor is hired; must be sensitive to confidential information including SS#s and salary schedules; uses a variety of computer applications daily, including Microsoft Office Word, Microsoft Office Excel, Microsoft Office PowerPoint, Microsoft Office Outlook and Microsoft Office Access.

5. Sets up and maintains confidential and other documentation and files. Attends confidential AFSCME/LMC meetings, takes accurate minutes, prepares agendas and schedules meetings; participates on hiring committees; records accurate minutes, schedules, and prepares the agenda for the District-Wide Safety Committee Meetings and Facilities staff meetings. Maintains the Facilities Petty Cash; completes all paper work for Petty Cash reimbursement; compiles and submits Facilities Timesheets and Absence Affidavits and tracks errors or missing signatures in a database.

Requirements: This classification requires a combination of education and experience equivalent to a Bachelor's degree in business administration, management, or a closely related field; and successful experience of increasing responsibility that has included directing the work of others; researching, formatting and preparing statistical, financial and other reports; demonstrated skill in respectful, sensitive communication with people who are diverse in their cultures, language groups and abilities; demonstrated skill in written and oral communication, including public speaking; use of a variety of computer and presentation software to compose and produce a variety of materials; and project planning and implementation.

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION
ADMINISTRATIVE ANALYST - FACILITIES

A. General Statement

Under the general direction of the Executive Director, Facilities Planning & Operations conduct professional work at the District action level. This includes but is not limited to facilities planning, capitol construction, renovation, and maintenance research projects, and in the coordination of a wide variety of complex analytical projects and assignments for the District service area. Under direction, the employee researches, evaluates, analyzes, formats data and makes recommendations for the initiation, modification and implementation of a variety of institutional programs and services. Public contact is extensive and involves staff at various levels within the organization, legal counsel, other educational institutions, governmental, funding and compliance agencies, students and the general public, for the purpose of exchanging technical, public relations and other information. A high degree of independent judgment and creativity are required to select and analyze data in order to draw conclusions, make original recommendations, writes Board reports; and resolve a variety of minor and potentially major problems that occur. Consequences of errors in judgment can be costly in employee safety, time, public relations and/or institution funding; however, administrative controls limit the risk of serious consequences. A Facilities Administrative Analyst can direct the work of paraprofessional, clerical and other staff as assigned.

B. Examples of Essential Functions

1. Exchanges information with staff, legal counsel, brokers, independent contractors, outside agencies, consultants and institutions and the general public, pertaining to such areas as: institutional research, research projects and timelines, consultation strategies, collective bargaining language and interpretation, grievance processing, initiation and renewal of contracts, recruitment, community outreach, industry partnerships, statistical and financial reporting, governmental and other agency compliance regulations, organizational development issues, finance and other audits, liability programs, claims administration, grant and other categorical funding resources and related materials; drives a motor vehicle to visit off-site locations for meetings, conferences, workshops and other activities; represents staff at meetings, as assigned;
2. Conceptualizes, researches, analyzes, studies, surveys, compiles and communicates legal, contractual, financial, statistical, and other data for the completion of special and regular reports, surveys, presentations, collective bargaining activities, grievances, and other matters; researches, plans, writes, submits, evaluates and manages applications for outside funding, including grants and other categorical funding sources; tracks and monitors funding requirements, reviews and timelines of various grant applications and other requested funding;
3. Uses a variety of spreadsheet, database, project management, and other software to analyze complex statistical, financial and other data in order to draw conclusions, develop proposals and to test probabilities; sets up and maintains database and other online resources of data; provides input into the development and modification of online data formats and record keeping; provides special and regular reports on data collected; statistically-validates a

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION
ADMINISTRATIVE ANALYST - FACILITIES

variety of survey tool and other research instruments and research data; makes recommendations for communication and use of research results;

4. Uses a variety of financial spreadsheet software application (Oracle Banner & MS Excel) for the development and monitoring of Facilities Department budgets to include Fund 1 (Salaries, Benefits, & Operations), Fund 4 (Capitol Construction & Scheduled Maintenance), Fund 3 (Parking), and other grant funded facilities projects as required;
5. Coordinate with District, local & State budget & purchasing representatives on budget development, expenditures, encumbrances, accounts payable, balances, and reconciliation;
6. Monitors facilities planning, maintenance, & construction industry trends, demographic, financial and other research studies, and disseminates relevant findings to the Executive Director & Facilities Department management team; provides consultation, support and/or technical assistance on specific research projects for the Campus Supervisors and individual staff; makes presentations to small and large groups regarding research findings, strategies for implementation of research findings, and future planning activities;
7. Sets up and maintains an online and manual resource library of historical and current materials related to agency compliance regulations, demographics, personnel, collective bargaining and grievance issues, legal decisions, funding resources and grant requirements, fiscal and budgetary data, market and industry facilities trends, and work order tracking;
8. Composes correspondence, grant and other funding applications, recruitment and compliance reports, collective bargaining language, insurance and liability claim responses, draft responses to grievances and other materials;
9. Trains, supervises and evaluates the work of facilities staff; schedules, coordinates and monitors the work of others, outside staff and contractors on special projects as assigned; Maintains Facilities Department training Database.
10. Coordinates District wide Facilities Department compliance, including property, liability, workmen's compensation, absenteeism, overtime tracking, Safety training, Fire Code, Building Code, Educational code, AHERA, ADA, & OSHA compliance.
11. Conduct personnel-related database management, analysis and reporting (training, payroll, absenteeism, injuries, temp employees, detail employees, contact information
12. Ensure vehicle and equipment database management, analysis and reporting (smog requirements, surplus, and registration).
13. Conduct State reporting/inspection tracking (elevators, fire/life safety, hazmat, Fund 4).
14. Conduct Stat Capital Outlay / Special Repairs & Maintenance, State Hazardous Substance removal and State Space Inventory grant preparation, reporting, filing, using California

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION
ADMINISTRATIVE ANALYST - FACILITIES

Community College's Office (CCCO), Facility Utilization & Space Inventory (FUSION) reporting software protocols and procedure.

- 15. Serve as District representative and liaison with all CCCO programs.
- 16. Monitor and maintain a web-based work order system management, analysis and reporting system.
- 17. Conduct supplies inventory database development and tracking/restocking system.
- 18. Serve as affirmative action representative for Facilities Department hiring committees.

Non-essential Functions

Performs other related duties as assigned.

Knowledge, Skills and Abilities

Knowledge of complex research and reporting methodologies, including development and statistical validation of research instruments.

Knowledge of State, Grant, and categorical funding resources available to institutions of higher education.

Skill in conceptualizing, designing, developing, evaluating and monitoring research projects and reporting strategies.

Skill in the development and use of a variety of database, spreadsheet and other software instruments to conduct research and report findings.

Skill in planning, organizing, coordinating and evaluating the collective work of research teams comprised of individuals from consultation groups, technical resources and planners from various constituencies and levels within an organization.

Skill in training, directing and evaluating the work of others.

Training Guidelines

College courses; work experience.

Job experience; special courses.

College courses; job experience.

College courses; special courses; job experience.

Job experience; college courses.

Special courses; job experience.

SAN MATEO COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION
ADMINISTRATIVE ANALYST - FACILITIES

Skill in oral and written communication, including public and persuasive speaking. Ability to communicate effectively with people of diverse cultures, language groups and abilities.

College courses; special courses; job experience.
Job experience; life experience.

Ability to strategically-plan, organize, prioritize and implement multiple-tasked projects with similar timelines and anticipated outcomes.

College courses; job experience.

Knowledge of ADA, AHERA, OSHA, HAZMAT, educational codes, building codes, Fire Regulations, and laws applicable to building construction, renovation, repair and maintenance.

Job experience; special training

Knowledge of strategic planning for long and short-range facilities planning, maintenance, construction projects, and related safety, environmental, budgeting, inventory, and staffing requirements.

College courses; job experience.

Knowledge of State Capital Outlay / Special Repairs & Maintenance, State Hazardous Materials Removal and Space Inventory (FUSION) programs

Job experience; special training

E. Physical/Other Requirements

This position requires multi-level tasking and strategic planning, attention to detail and organization of data, conceptualization, visual comparison, complex data analysis for creation of conclusions, listening, individual to large-group communication, persuasion, good memory, tact, patience, flexibility and the ability to drive a motor vehicle to off-site locations are required in order to perform the essential functions.

F. Education and Experience

This position requires a combination of education and experience equivalent to a Bachelor's degree in Business Administration, Management, Engineering, Architecture, Facilities Management, Construction Management or a closely related field, and successful work experience of increasing responsibility that has included facilities planning, design, validation and implementation of complex research methodologies and data collection; use of spreadsheet, database, presentation and other software to compose and design reports; training, directing and coordinating the work of others; extensive public contact with people at various levels within an organization who are diverse in their cultures, language groups and abilities; and demonstrated skills in effective oral and written communication, including public speaking and persuasive communication. A valid California Driver's License and the ability to drive a motor vehicle to off-site locations are required.

(11/04-JN)

SUPERVISOR - CUSTODIAL AND GROUNDS OPERATIONS

A. General Statement

This is skilled labor at the first-line supervisory level involved in the planning, supervision, coordination and evaluation of custodial and grounds maintenance services. Under general supervision, the employee is responsible for planning, prioritizing, assigning and evaluating a variety of workload and assignments to custodial and grounds staff, and for evaluating the work of staff as required. Public contact is extensive, primarily involving department and College staff, but including vendors, contractors and related business representatives for the purpose of exchanging information related to facilities set-up; special event planning; safety; supply inventory and orders; and a variety of other issues. A moderate to high degree of independent judgment is required to plan the use of resources, develop priorities, assess employee skills, coordinate team and individual projects and evaluate outcomes. Consequences of errors in judgment could be costly in employee time, public relations and in money; however serious consequences are limited by management controls. The Supervisor - Custodial and Grounds Operations can direct the work of custodial, grounds and other staff, student assistants, volunteers and others as assigned.

B. Examples of Essential Functions

A Supervisor-Custodial and Grounds Operations

1. exchanges information with department managers, lead personnel and other staff to plan, prioritize, coordinate and evaluate such issues as: routine and special work orders, priorities and work schedules; facilities set-up and event planning; staffing, supply, equipment and other resources; safety procedures, policies, equipment, safety training and skills updating; performance standards and evaluation; use of available budget; new employee selection, training and skills assessment; installation, repairs, and needed facility, grounds or related modifications; contractor and vendor projects, and a variety of other issues; attends workshops, conference, meetings and participates in other activities to obtain and share current information;
2. trains, schedules, supervises and evaluates the work of custodial, grounds and other staff as assigned; participates in the selection of new employees; assists other management staff in skills assessment activities as assigned; trains staff on, and promotes compliance with safety policies, procedures and use of safety equipment and supplies; establishes employee performance standards and evaluation techniques in conjunction with other management staff;
3. drives a motor vehicle to pick up and deliver staff, materials, equipment and supplies as needed;
4. inspects work sites to assure desired quality of delivered services;
5. plans for and estimates needed resources, such as equipment and supplies; directs and participates in the inventory of department supplies and in conjunction with other department staff; sets up and maintains records and files of equipment and supply usage, required maintenance, inventory, required safety procedures, employee work schedules and job assignments, facility locations and unique cleaning and landscape requirements, and a variety of other documentation;
6. enters, modifies and retrieves online data; sets up and maintains online logs, inventory, landscaping, cleaning and repair schedules, and a variety of other information; uses a database and/or a variety of software to produce reports as assigned;
7. develops specifications for the purchase of custodial and grounds equipment and supplies; confers with other management staff regarding the sharing of Districtwide resources;

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

- | | |
|---|---|
| 1. Knowledge of common custodial, grounds and landscape maintenance equipment, tools, supplies, and routine maintenance procedures. | 1. Job experience; special courses; job training. |
| 2. Knowledge of safety procedures, equipment and techniques related to grounds and custodial work. | 2. Job experience; special courses. |
| 3. Skill in directing, coordinating and evaluating the work of others, including establishment of performance standards. | 3. Job experience; special courses. |
| 4. Skill in workload and project planning, prioritizing and outcome evaluation. | 4. Job experience; special courses. |
| 5. Skill in motivating and leading efficient and effective customer service and quality-oriented work teams. | 5. Job experience; special courses. |
| 6. Skill in communicating respectfully and sensitively with people of diverse cultures, language groups and abilities. | 6. Job experience; life experience. |
| 7. Skill in using a computer to enter, modify and retrieve data. | 7. Special courses; job experience; job training. |
| 8. Skill in oral communication, including giving clear and concise instructions. | 8. Special courses; job experience. |
| 9. Skill in written communication. | 9. Basic education courses; special courses. |
| 10. Skill in multi-tasking to meet established deadlines. | 10. Job experience; special courses. |
| 11. Ability to work effectively as part of a management team. | 11. Job experience; special courses. |

E. Physical/Other Requirements

This classification requires oral communication with individuals and small groups, including persuasive communication; visual comparison; listening; interpretation of data to draw conclusions; climbing ladders and stairs; bending; pulling; pushing; moving moderate to heavy objects; reaching overhead; stooping; exposure to fumes, changing weather conditions, dust and other environmental factors; exposure to chemicals; manual dexterity; operating a motor vehicle; attention to details; and flexibility in order to perform the essential functions.

F. Education and Experience

This classification requires a combination of education and experience equivalent to successful custodial and/or grounds maintenance experience of increasing responsibility that has included use of commonly-used equipment, tools, solvents, and other supplies; demonstrated skill in the use of safety and sanitary equipment and procedures; extensive public contact with people of diverse cultures, language groups and abilities; leading or directing the work of others; demonstrated skill in preparing and following oral and written instructions and directions; use of a computer to enter, modify and retrieve data; and completion of a training course in custodial or grounds maintenance. Possession of a valid California Driver's License and the ability to drive a motor vehicle are required.

(Rev. 5-03)

FACILITIES OPERATIONS MANAGER**General Statement**

This is professional work at the supervisory level involved in planning, implementing and evaluating College-based facilities sites, operations and services as part of a centrally administered facilities department. Under direction, the position manages on-site custodial, maintenance and grounds operations and services, planning and program implementation. Public contact is extensive and includes department, on-site and District staff, vendors, contractors, governmental agencies, business and community representatives for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to analyze and interpret complex regulations and procedures to develop strategic and other plans, evaluate operational effectiveness and resolve frequent minor and major problems that occur. Consequences of errors in judgment could be costly in safety, employee time and money. A Supervisor of Campus Facilities can direct the work of supervisory and other staff, and student assistants as assigned.

Examples of Essential Functions**A Facilities Operations Manager:**

exchanges information with department and other staff, contractors, vendors, business and community representatives, other educational institutions, compliance and governmental agencies, students and the general public regarding facilities services, operations, staffing, event planning, workload priorities, timelines, equipment and required materials, surveys, safety and preventative issues, regulations, policies and related procedures; confers with management staff to strategically plan new and modified department services, staffing and operations; drives a motor vehicle to off-site locations to attend meetings, workshops and other activities to obtain current information; makes presentations to small and large groups on a variety of department services;

selects, trains, supervises and evaluates the work of supervisory and other staff in custodial, maintenance, grounds and clerical positions; makes recommendations for changes to staffing levels, service delivery priorities and program design; schedules staff work assignments for special and regular projects, in conjunction with other staff; plans, schedules and evaluates staff training on safety, preventative maintenance, licensing and other topics;

plans and implements repair, maintenance and construction projects for the campus; ensures that routine work and special projects are properly completed; maintains contact with campus community regarding maintenance requests; inspects facilities and equipment; recommends and implements modifications and new purchases; implements safety and compliance agency requirements for a variety of custodial, maintenance, grounds and facilities projects and services;

works with supervisory and management staff to develop, implement and monitor standards and procedures for facilities planning, construction, renovation projects, cost and schedule controls, and plan reviews; monitors the work of architects, engineers, inspectors and other consultants;

plans, sets up and maintains department budget; projects costs for special and regular projects; compiles financial data for, formats, and prepares reports;

uses spreadsheets and a variety of other computer software to set up and track budget expenditures, cost estimates, inventory, maintenance and usage documentation, and other data related to facilities maintenance, operations, equipment, supplies, specifications, contractors, vendors and safety;

plans and implements bid processes for painting, roofing, paving, plumbing, mechanical, electrical, conservation, hazardous waste, utilities, disaster preparedness, custodial, landscaping, and related programs;

Nonessential Functions

Performs other related duties as assigned.

Physical/Other Requirements

This classification requires multi-tasking;

Education and Experience

This classification requires a combination of education and experience equivalent to a Bachelor's degree in engineering, architecture, construction management or a closely related field, and successful, journey-level work and supervisory experience in building maintenance, grounds maintenance and/or custodial services that has included: working knowledge of custodial operations, grounds maintenance operations, and building/infrastructure systems maintenance; budgeting and project planning, coordination and implementation; directing and evaluating the work of others; demonstrated skill in working effectively as part of a team with people of diverse cultures, language groups and abilities; oral and written communication; use of a variety of computer software; demonstrated knowledge of building codes and standards, safety and environmental regulations, bid processes, and project proposal development. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations is also required.

Please note the following when filling in time sheets:

TIMESHEET FOR PERMANENT STAFF


G# must be filled in; do not use Social Security No.
Print name of employee (Last, First)
Enter "Facilities Department"
Enter classification or position # of the employee

TIMESHEET FOR OVERTIME/COMP TIME
 ID: _____ NAME: _____ TIMESHEET DEPARTMENT: _____ POSITION: _____
 FACILITIES & THEATER EVENT: _____ CONTRACT NO.: _____

ENTER HOURS FOR OVERTIME OR COMP TIME ONLY:

MAY 2008								OFFICE USE ONLY	
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	TOTAL	37.5 - 40	40+
			1	2	3	4	0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		
5			6				0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		
7			8	9	10	11	0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		
12	13	14	15	16	17	18	0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		
19	20	21	22	23	24	25	0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		
26	27	28	29	30			0.00		
COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	COMP TIME	0.00		

SUPERVISOR USE ONLY: TOTAL COMP TIME: **0.00** TOTAL OVERTIME: **0.00**

EARNING, ONE-TIME OVERRIDE OF LABOR DIST	HOURS OR PERCENT	FUND	ORGN	ACCOUNT	PROGRAM	NOTES

I hereby certify that this time sheet correctly reflects all time worked by me during the pay period indicated.

ALWAYS enter proper labor distribution for the work done (if recorded as OVERTIME).

Employee Signature _____ Date _____ Supervisor Signature _____ Date _____
Overtime in white area. Comp time in shaded area.

San Mateo County Community College District

Collective Bargaining Time Log Sheet

(Group Time & Activity Log Sheet)

Claim Component / Activity : _____

Date of Activity: _____
 Time Begin: _____ Time End: _____

Name			College	Title
Last	First	First		

For District Office Use Only		
Hourly Rate	Benefit	Total

1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

 Log Keeper Signature

 Title

AFSCME Notice of Safety Complaint—Time Record of Complaint Processing

Supervisor Notified: _____
Date

Response/Action:

Exec. Director Notified: _____
Date

(Attach a written statement of the safety complaint and proposed corrective action)

Response/Action:

Associate Chancellor Notified: _____
Date

Response/Action

Chancellor Notified: _____
Date

Response/Action

Board Notified: _____
Date

Response/Action

AFSCME Safety Reporting Form

This form is to be used by any unit member to report a condition or practice in the working environment that she/he believes violates Article 13 of the Agreement and/or is unsafe and creates any imminent danger of harm to any person. Reporting of unsafe conditions or practices is encouraged. No adverse action may be taken against an employee for reporting what she/he believes to be a safety concern. The management will investigate all reported concerns as required by the Injury and illness Prevention Program Standard (GISO 3203). Management's response will be communicated to the employee(s) involved and to the Union.

Date Filed with Supervisor: _____

Description of Unsafe Condition or Practice:

Causes or Other Contributing Factors:

Suggestions for Corrective Action:



San Mateo County Community College District

CAÑADA COLLEGE, Redwood City / COLLEGE OF SAN MATEO, San Mateo / SKYLINE COLLEGE, San Bruno

AFSCME Formulario Para Reportar Asuntos o Violaciones de Seguridad

Este formulario es para ser usado por cualquier miembro de la unidad para reportar una condición o práctica en el ambiente de trabajo que esté en violación directa del Artículo 13 del Acuerdo, que represente una condición insegura y/o que cree un peligro de lesión a cualquier persona. La gerencia apoya que se reporten las condiciones o prácticas inseguras. En ningún momento se tomará acción adversa en contra de un empleado por reportar lo que él o ella cree ser un asunto de seguridad. La gerencia investigará todos los asuntos reportados según lo requiere el Programa de Estándar de Prevención de Lesión y Enfermedad (GISO 3203). La respuesta de la Gerencia se comunicará al empleado(s) involucrado(s) y al Sindicato de Trabajadores.

Fecha en que se registró con un Supervisor: _____

Descripción de la Condición o Práctica Insegura:

Causas u Otros Factores Contribuyentes:

Sugerencias para Acción Correctiva:



San Mateo County Community College District

CAÑADA COLLEGE, Redwood City / COLLEGE OF SAN MATEO, San Mateo / SKYLINE COLLEGE, San Bruno

**AFSCME Reporte de Asuntos o Violaciones de Seguridad –
Constancia de Inicio del Proceso de Investigación**

Gerente Notificado:

Fecha

Respuesta o Acción Tomada:

Director Ejecutivo Notificado:

Fecha

(Favor de adjuntar por escrito descripción de la situación y acción correctiva propuesta)

Respuesta o Acción Tomada:

Canciller Asociado Notificado:

Fecha

Respuesta o Acción Tomada:

Canciller Notificado:

Fecha

Respuesta o Acción Tomada:

Junta Directiva Notificada:

Fecha

Respuesta o Acción Tomada:



San Mateo County Community College District
Facilities Planning and Operations

MOTORIZED EQUIPMENT OPERATIONAL GUIDELINES

Purpose: Facilities Planning & Operations employees must operate District equipment and vehicles in order to perform their assigned duties. These guidelines describe District and Departmental policies and procedures related to operation of motorized equipment.

Policy

Facilities vehicles are to be operated in a safe manner consistent with local, state and federal laws and District Rules and Regulations. All accidents must be reported promptly according to procedures outlined below. The use of Facilities vehicles is limited to necessary District Facilities business.

Driver's Responsibilities

It is the employee's responsibility to observe the policies and guidelines set forth herein regarding proper use and maintenance of District vehicles. Failure to comply will be handled consistent with other violations of District Rules and Regulations and may result in disciplinary action.

- 1) Use of the vehicle only for conducting official business of the District.
- 2) Possess and carry a valid state driver's license.
- 3) Wear seat belt at all times while the vehicle is in motion. The driver shall also instruct all passengers to fasten their seat belts before the vehicle is in motion.
- 4) Operate the vehicle in a safe manner conforming to traffic laws and road conditions.
- 5) Smoking is prohibited in District vehicles.

Daily Operation

- a) The first daily user must review the Operator Checklist prior to operation of the equipment.
- b) Assure that seat belt systems and safety equipment are fully operational;
- c) Assure that mirrors are in working order;
- d) Check vehicle for body damage. Promptly report the damage to your supervisor;
- e) Use the "Motorized Equipment Service Request Form" located in the glove compartment to report all vehicle problems immediately.
- f) Keep the interior of the vehicle and equipment clean and free of litter.

Safety

At any time motorized equipment is stopped in a non-regulation parking space, driver shall activate a circle of safety to include engaging flashers, hazard lights, encircling vehicle with orange safety cones, and any other appropriate measures to ensure proper operator, pedestrian and vehicular traffic safety.



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Motor Vehicle Accident

In case of accident:

1. Stop immediately.
2. Take steps to prevent another accident at the scene.
3. Call 911 in the case of a medical emergency.
4. Contact Campus Security and/or local police authority.
5. Secure names/addresses of all persons in the other vehicle.
6. Obtain names/addresses of all witnesses.
7. Obtain license number and State of registration of adverse vehicle.
8. DO NOT ADMIT RESPONSIBILITY.
9. Notify your Supervisor and complete a *“Report of Accident”* as soon as possible.



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Vehicle and Equipment - Operator Checklist																		
V	E		When to Check															
			B	D	A	W												
X	X	Check tires for wear and proper pressure	X															
X	X	Check engine oil fluid level	X															
X	X	Check transmission fluid level	X															
X		Check windshield washer fluid reservoir	X															
X	X	Check cooling system reservoir	X															
X	X	Check function of all exterior lights and turn signals	X															
X	X	Check fuel level	X															
X	X	Check for fire extinguisher and other safety equipment	X															
X	X	Check transmission fluid level		X														
X	X	Check radiator and hoses for leaks		X														
X	X	Check exhaust system for obvious damage, leaks, or rust		X														
X	X	Check steering for excessive play		X														
X	X	Check oil pressure and temperature gauges for normal		X														
X		Check windshield wipers		X														
X	X	Check operation of emergency brake		X														
X	X	Check engine oil fluid level			X													
X	X	Check transmission fluid level			X													
X	X	Check cooling system reservoir			X													
X	X	Check for engine and radiator leaks			X													
X	X	Make sure emergency brake is set			X													
X	X	Check fuel level			X													
	X	Wash exterior and clean undercarriage of debris			X													
X		Wash exterior				X												
X		Vacuum and clean interior				X												
Legend:																		
<table border="1"> <tr> <td>V =</td> <td>Vehicle</td> </tr> <tr> <td>E =</td> <td>Equipment</td> </tr> </table>		V =	Vehicle	E =	Equipment	<table border="1"> <tr> <td>B =</td> <td>Before Operation</td> </tr> <tr> <td>D =</td> <td>During Operation</td> </tr> <tr> <td>A =</td> <td>After Operation</td> </tr> <tr> <td>W =</td> <td>End of Work Week</td> </tr> </table>					B =	Before Operation	D =	During Operation	A =	After Operation	W =	End of Work Week
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**SHARED FACILITIES VEHICLES AND EQUIPMENT
SCHEDULING/USAGE PROCEDURES**

Purpose: Most of the Facilities Department’s fleet of vehicles and equipment are assigned to one College’s Facilities unit. However, there are some large, expensive pieces of equipment that are not used routinely enough to justify each College’s Facilities Unit having its own. Examples of shared equipment include the Dump Truck, Aerator, Top Dresser, Genie Lift, and Chipper. These shared pieces of equipment are normally (but not always) housed at the CSM Facilities Maintenance Yard. This procedure describes scheduling and usage protocols that ensures effective sharing and accountability behaviors.

EQUIPMENT CHECK-OUT PROCEDURE:

To reserve a shared vehicle or piece of equipment:

- Use Outlook to ascertain if the vehicle/equipment desired has already been reserved. If the equipment is already reserved and there is an emergency, coordinate with that College FPO unit to make alternative arrangements, if possible.
- To reserve vehicle/equipment, submit an email request **no fewer than 72 hours** prior to the date the equipment is needed. Send an email message to the College Facilities email address (“**CanFac**”, “**CSMFac**”, “**SkyFac**”) with “**Equipment Request**” stated in the subject line. Include this information in the request:
 1. Identify equipment needed
 2. Date needed
 3. Duration of request
 4. Anticipated date of return
- Make arrangements to have Facilities staff from the *requesting* College pick-up the equipment from the College that has the equipment on the scheduled date. **Equipment pick-up hours are between 8:00 a.m. and 11:00 a.m. and 1:00 p.m. and 2:00 p.m. Monday through Friday.**
- Check in at the College FMC and notify the Facilities Operations Technician that you’re picking up the equipment. Obtain keys from the Facilities Operations Technician.



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Facilities Planning and Operations**

EQUIPMENT CHECK-IN PROCEDURE:

- EQUIPMENT MUST BE PROPERLY MAINTAINED AND CLEANED BY FACILITIES PERSONNEL AT THE CAMPUS WHERE IT IS BEING OPERATED. EQUIPMENT MUST BE RETURNED TO THE FPO UNIT OF ORIGIN IN FULLY OPERATIONAL CONDITION.
- Equipment is due to be returned on the date designated on the Vehicle/Equipment Schedule or the date indicated on the request. If an extension is needed, send an email to the originator FPO unit to request an extension. **Equipment drop-off hours are between 8:00 - 11:00 a.m. and 1:00 - 2:00 p.m. Monday through Friday.**
- Notify the Facilities Operations Technician that the equipment has been returned, and return the keys to the Facilities Operations Technician.



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USE OF PERSONAL PROTECTIVE EQUIPMENT

Purpose: Facilities Department work can be inherently prone to injuries and accidents, by virtue of the hands-on, physical and often strenuous activities we perform in a variety of environments. This document provides guidelines on the appropriate use of personal protective equipment.

Guideline:

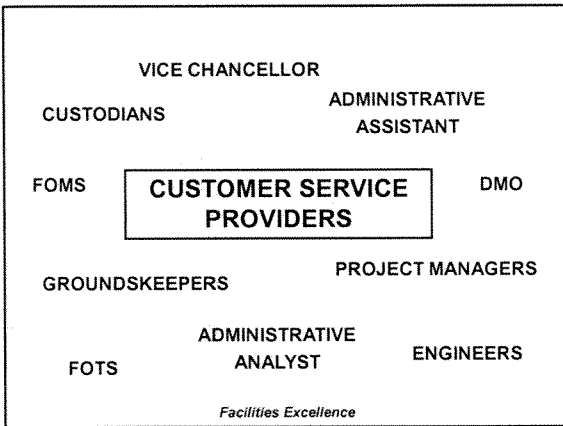
Safety is a top priority, for us and our customers. Safety is everybody's responsibility. Our weekly safety training program keeps safety on the forefront of our minds. Our Facilities Safety Task Force keeps us cognizant of maintaining a safe workplace and demonstrating safe behaviors.

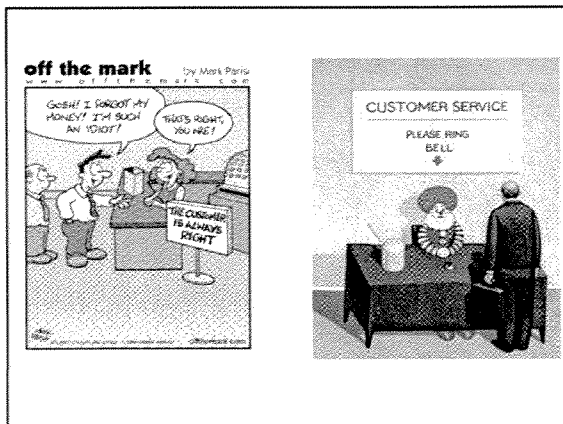
It is every FPO employee's responsibility to don personal protective equipment (PPE) as needed to ensure his/her personal health and safety. It is also every FPO employee's responsibility to notify his/her supervisor if access to PPE is not available or if PPE previously issued is in need of replacement.

In order to illustrate conditions wherein employees must wear PPE to ensure health and safety, the following list of examples is provided. This list is not comprehensive; it is included to illustrate the intent of this PPE guideline.

- Safety vests should be worn by FPO employees when working in and around roadways, regardless of whether vehicular traffic is present. This applies to Groundskeepers, Engineers - and even Custodians when they are collecting bags of trash and recyclables.
- Safety vests, hardhats, enclosed footwear, and eye protection must be worn when FPO employees enter construction sites. Ear protection should be donned as needed.
- FPO employees must read and follow labels and MSDS guidelines related to PPE when using chemicals.







“THE CUSTOMER IS ALWAYS RIGHT”



Facilities Excellence

THE CUSTOMER IS ALWAYS RIGHT?

In the US this phrase is typically associated with *Marshall Field's* department store in Chicago which was established in the late 19th century. “The customer is always right” was originally coined by Harry Gordon Selfridge, the founder of Selfridge’s department store in London in 1909, and is typically used by businesses to:

- Convince customers that they will get good service
- Convince employees to give customers good service

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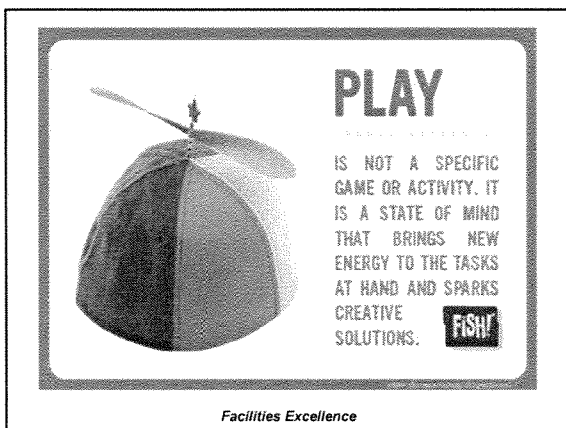
Who are our customers?

Facilities Excellence

Fish Philosophy

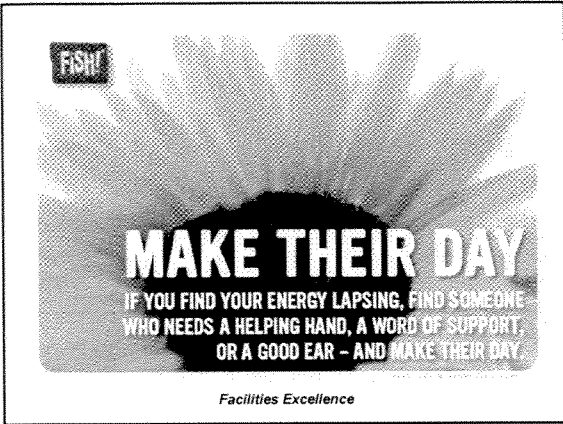
"It's about being who you're being while you're doing what you're doing"

- "Doing" is the "mechanical side"
- We get stuck on "auto pilot"
- We feel like human "doings" instead of human "beings"



PLAY

- People crave fun – part of being human
- Create an environment that is fun and engaging where there is latitude and trust
- What is "play"
 - Learning
 - Experimentation
 - Interaction



Make Their Day

- As simple as holding a door open for someone whose arms are full!
- Taking an extra step
- When someone makes your day
- In every moment lies the opportunity



Be There

- How are you there for the ones you care about, especially when there is a problem?
 - Focus
 - Set your own agenda aside
 - Get connected
 - Make a difference
- When you aren't present you can miss opportunities
- It doesn't take more time or energy

