



SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT

Facilities Planning & Operations

Employee Handbook

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



College of San Mateo



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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 112 community colleges within the California Community College System: Cañada College, College of San Mateo & Skyline College.

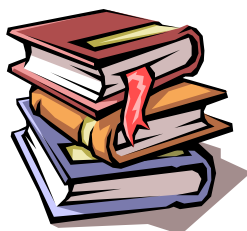
Although the boundaries of the San Mateo County Community College District are the same as those of the County, the District Board of Trustees is independent of County government. The San Mateo County Community College District is governed by a six member Board of Trustees, five elected at-large by County 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 [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 27 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 \$244 million; the unrestricted general fund (or operating budget) totals approximately \$130 million. The greatest expenditure in the operating budget is devoted to faculty and staff salaries and benefits, with more than 89% 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. Its 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, started with just 35 students when it first opened its doors at the Baldwin campus in downtown San Mateo in 1922. Then a new campus 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.

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. Skyline's courses are also available at the Bay Area Entrepreneur Center (BAEC) at 458 San Mateo Avenue, San Bruno, CA.

The District Office



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

- Chancellor's Office
- Education Services & Planning
- Human Resources
- Financial Services
- Budget Office
- Payroll
- Accounting
 - Accounts Payable
 - Accounts Receivable
- Auxiliary Services
 - Bookstore
 - Food Service
 - Fitness Centers
 - Copy & Post
 - Facilities Rentals
- General Services
 - Purchasing
 - Mail Service
- Information Technology Services
- Facilities Planning & Operations / Public Safety

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 department is also 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. The Facilities Planning & Operations department also includes the Public Safety Department. The department is committed to providing a safe and secure environment for students, faculty, staff and community members that supports and enhances the educational mission of the colleges.

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*. Our mantra is:

- Customer Service
- Professionalism
- Teamwork
- Communication

What makes Facilities operate successfully? Our Employees.

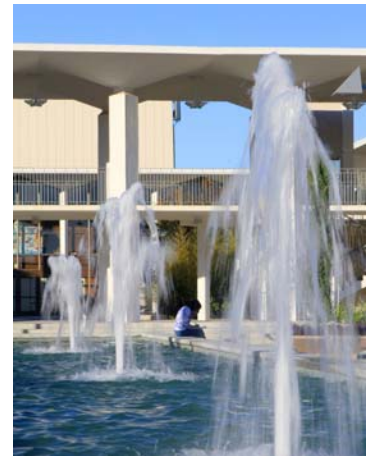
We recognize our employees are the most important resource we have and our goal is to raise the bar for our employees by bringing out the best in everyone.

KEY FACILITIES FACTS

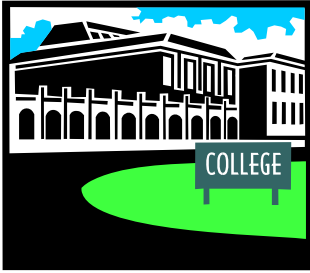
To put into perspective the magnitude of the service we provide, here are just a few facts about the District's physical environment for which our Facilities Department is responsible:

Exterior Environment

- 3 campuses totaling 416 acres
- 65 parking lots, 8,280 parking spaces
- 7.6 miles of roadway
- 10.6 walkways and hardscapes
- 38.1 landscaped acres
- 10 sports fields
- 22 tennis courts
- 2 swimming pools
- Over 48 miles of underground pipeline (for electrical, communications, sanitary and storm drain, water supply, gas, irrigation)
- Over 3000 exterior light fixtures



Buildings and Structures



- 87 buildings with over 1.4 million gross square feet
- Additional structures, such as dugouts, storage sheds, bus stop shelters, etc.
- 81 roofs, 560 exterior doors, 2,045 interior doors
- 47 elevators
- Over 575 pieces of mechanical equipment (air handlers, pumps, boilers, chillers, fans)
- Over 19,053 interior light fixtures
- Over 242 restrooms (with multiple sinks, toilets, urinals in each)
- Over 3,058 cleanable spaces

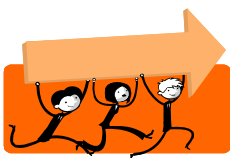
FACILITIES

SERVICES

Every day we provide service to our community of over 26,000 students, 900 full-time faculty and staff, 900 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 **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.

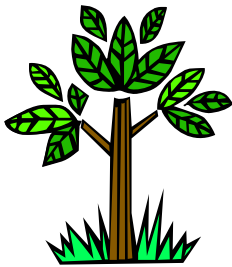


The Facilities Managers are responsible for solid waste management at their Colleges. They developed and now implement the plan to reduce solid waste throughput, per the requirements of AB75. Annually, the Facilities Managers submit reports to the California Integrated Waste Management Division for waste diversion compliance.

- The Colleges of the San Mateo County Community College District have been transformed through the first two phases of a \$900 Million Capital Improvement Program. The third and final phase of the Capital Improvement Program has yet to be funded. 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 annual payroll and operating budgets directly monitored by the Facilities Managers is over \$10 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 3,058 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 Facilities Maintenance & Operations**, a **Business Manager**, a **Project Manager(s)**, a **Financial Analyst**, an **Energy Management Coordinator**, **Project Coordinators**, a **Document Management Specialist**, and an **Executive 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
- development and implementation of large and small projects
- 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. Voters in San Mateo County generously voted to approve two separate bond measures (Measure C in 2001 and Measure A in 2005) which together provided \$675 million in funding for updating, modernizing, and retrofitting the three community colleges. Together with funding from State Capital Outlay, Scheduled Maintenance, Hazardous Materials Removal, and private foundation funds, our Capital Improvement Program is now projected to be valued at over \$850 million.



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.

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 INITIATIVES

Several initiatives help us improve the service we provide:

Program Reviews: Program reviews for Custodial, Grounds and Engineering programs are conducted regularly. 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.

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.

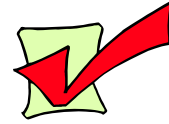
FACILITIES DEPARTMENT ORGANIZATIONAL CHART

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 / Director of Maintenance & Operations to provide a comprehensive overview of the Facilities Planning & Operations Department.



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 AND STANDARD PRACTICES

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) *Responsibility to Employer.* Facilities Employees shall behave in a manner consistent with the missions of the District and the Department.
- 3) *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.
- 4) *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.
- 5) *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.
- 6) *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.

- 7) *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. Facilities Employees are encouraged to take advantage of the District's tuition reimbursement program. Details are available on the Downloads page of the District's website.

All Facilities management team members and engineering staff are required to complete Building Operators Certification (BOC) levels I and II. Other interested staff members may be eligible to attend BOC, provided they meet the following eligibility criteria:

- Full-time staff having completed their 6 month probationary period.
- Staff shall have a current overall performance evaluation of "exceeds expectations."
- Staff shall have no written reprimands in their personnel file dated within the past 24 months
- Staff shall have attendance records indicating exemplary attendance with no Record of Discussions relative to attendance issues dated within the past 12 months
- Only one staff member per shift and crew may attend BOC or other extended off-site training at one time, unless approved in advance by the Facility Manager. In the event that multiple eligible staff members on the same shift and crew desire to attend BOC or other extended off-site training at the same time, the staff member with greatest seniority shall be enrolled first.

In addition to BOC, the District offers regular Building Engineering Training for Utility and Maintenance Engineers. Similar to BOC, these training are open to non-engineering Facilities staff members. Criteria for attendance at Engineer Training by non-engineers include:

- The interested staff member must request to attend training; it is not management's responsibility to invite them
- Attendance is subject to operational demands; management will review staffing levels and assignments to determine if operations will be negatively impacted by attendance at training
- Full-time staff having completed their 6 month probationary period.
- Staff shall have a current overall performance evaluation of "exceeds expectations."
- Staff shall have no written reprimands in their personnel file dated within the past 24 months
- Staff shall have attendance records indicating exemplary attendance with no Record of Discussions relative to attendance issues dated within the past 12 months

Training opportunities are either completed on staff's own time or release time from their scheduled shift. No overtime will be paid for travel to and from nor attendance at

training, unless it is declared mandatory and is delivered on site. Staff may carpool to off-site training in District vehicles or submit for mileage reimbursement.

8) *Miscellaneous.*

- a) *Recycled materials:* Any and all recycled materials found on the campuses are the property of the District. Recycled materials shall be appropriately disposed of and any compensation for the materials is also the property of the District. Unauthorized removal of recycled materials by staff shall be considered theft and addressed in accordance with the progressive disciplinary procedures contained in the contract agreement between the SMCCCD Board of Trustees and AFSCME.
- b) *Visitors and family members in the workplace:* The presence of family members, spouses, friends, visitors or children or (any other minor under the supervision and/or control of an employee) in the workplace with the employee during the employee's workday is prohibited, unless specifically authorized in advance by management. This policy is established to avoid disruptions in job duties of the employee and co-workers, insure the safety of constituents, reduce property liability, and help maintain a professional work environment.
- c) *Clocking in and out:* All AFSCME Members are required to clock in-ready for work and clock out promptly at the end the shift, using the designated time clock at the start and end of each scheduled work shift. This means when you clock in you should be in uniform and prepared to start working. Staff shall not clock in more than 5 minutes before the start of their shift or our more than five minutes after the end of their shift. Staff shall clock in for overtime shifts unless called back in an emergency requiring them to immediately report to the work area.
- d) *Breaks:* Per the AFSCME contract, Article 5 section 5.4; "The thirty minute rest period shall be inclusive of all time away from regularly assigned duties." This means your break period begins when you leave your work area and ends when you have arrived back at your work area. Breaks are to be taken at regularly scheduled times unless approved in advance. Staff may not "work through" their breaks in order to arrive late or leave early for their regularly scheduled shift.
- e) *Leaving Campus during work hours:* If you need to leave the campus *for any reason* during work hours, you must notify your Supervisor, Lead, or Chief or other member of management in advance of leaving the campus. Again, if you cannot reach your Lead, Supervisor or manager, please notify the Facility Operations Technician, in advance. This requirement applies to getting gas for vehicles at the Chevron station and other work related errands or activities. Advance notice of your departure from campus is critical, as we need to insure management knows your whereabouts in case of emergency.

f) *Personal Protective Equipment:* Safety is the utmost priority. Staff are expected to wear appropriate personal protective equipment (PPE) at all times. Some examples of PPE include:

- Safety vests when working out doors
- Hard hats when working on or visiting a construction site
- Eye protection
- Hearing protection
- Long sleeves while working on electrical panels

Additional items may be required for specialized assignments. Staff are expected to keep their PPE in good condition and to utilize it as needed. Additionally, appropriate signage warning drivers of work taking place on our near roadways and the like shall be placed in advance of such work. Cones shall be placed around vehicles when not parked in standard parking spaces.

g) *Overtime:* Shall be offered in accordance with the AFSCME contract. Staff shall be offered overtime while at work only; at no time shall staff be called, texted or emailed with overtime offers while they are not at work. Staff shall not be eligible to accept scheduled overtime shifts on days they are scheduled to be off on paid leave. Staff are to clock in and out for overtime shifts unless called back on an emergency that requires them to report directly to the work area.

h) *Scheduled time off:* As a courtesy to co-workers please submit requests for paid leave at least two weeks in advance. Leave requests submitted less than 3 days in advance may not be approved.

i) *Personal telephone calls:* Personal telephone calls should be only made during designated breaks. Personal calls can be disruptive to operations, and can convey a lack of professionalism and commitment to Facilities Excellence. When building occupants or others over hear your conversations which may affect their opinion of our department and the individual's performance and commitment. It is also impolite to engage in personal conversations while working, and can create unnecessary noise in an environment that requires study and focus. Further, talking on the telephone while working impedes work flow and productivity and makes it difficult to focus on the work activity. Occasionally, emergencies will necessitate a personal telephone call outside of designated break times; this should be a rare occasion, and should be made as discreetly as possible and be concluded as quickly as possible.

APPEARANCE & PROFESSIONALISM

On campus, the 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, without visible holes or tears. 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 scheduled 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.

Incentive Programs

In an effort to recognize, support and reward exemplary job performance, the District works together with AFSCME to develop recognition and incentive programs. Current programs include Employee of the Month and Workplace Safety and Attendance Incentive Programs. These programs are currently in the pilot stage, and may be adjusted or revised by the District in conjunction with AFSCME.

Employee of the Month:

Commencing July 2014, one Facilities Employee districtwide may be selected as Employee of the Month. Eligibility requirements include:

- Permanent, represented full time employees are eligible
- No unscheduled absences for the past 30 days
- Recognition of exemplary performance by a customer, colleague, or management

The Employee of the Month shall receive:

- Designated Parking Space for 30 days
- Gift Certificate
- Commemorative Certificate
- Photograph placed in each of the three Facility Maintenance Centers and at District Office for 30 days

Workplace Safety and Attendance Incentive Program

This program is intended to provide an incentive for staff to focus on workplace safety and attendance, and to reward exemplary performance in these areas over a three month period. This program shall commence June 1, 2014, with the first possible award occurring on August 29, 2014. The program may be continued from September 1, 2014 in three month increments, based on the outcome of the pilot program.

Each shift—day and swing—at each campus shall be measured together. For example each campus's day shift, comprised of staff of all classifications whose scheduled shift begins before 4 pm daily, and may include Engineers, Groundskeepers and Day Custodians, shall be measured together. All swing shift staff, defined as staff of any classification whose schedule shift begins at 4 pm or later, shall be measured together.

It is possible for all shifts at the three campuses to receive this incentive for a three-month period, provided they meet the eligibility requirements.

Eligibility:

- No lost time work-place injuries on the shift for the three month period.
- If any injuries do occur and are **not** reported, failure to report the injury will disqualify the shift for the current period.
- No unscheduled absences on the shift for the three month period (for this program an unscheduled absence will be considered any time off scheduled **less than** two weeks in advance, unless covered by FMLA or Bereavement Leave).
- Any time off that is covered under the Family Medical Leave Act (FMLA), Bereavement Leave or Jury Duty shall *not count against* the crew for purposes of this incentive program. Every effort should be made to schedule such absences 72 hours in advance for purposes of compliance with this program

Award:

All staff members on each shift meeting the eligibility requirements shall receive the following incentives:

- A premium meal provided courtesy of AFSCME Local 829
- Each successful shift will be excused from one-half day of work, on the same day. The first award is planned to occur on the Friday before Labor Day weekend, with all staff enjoying a meal at the usual meal period time and then leaving for the day, with pay, to start the holiday weekend early.

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.

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.

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

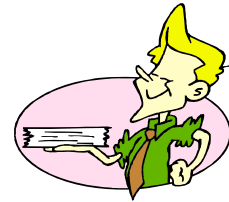
- **Tardiness.** Your responsibility as an employee starts by coming to work, and on time. If you are scheduled to be at work and cannot, or if you will be late, it is your responsibility to contact your supervisor by calling in to the College Facilities main office as early as possible, but no later 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. **Overtime will be offered to employees while on duty; no calls will be made offering overtime to employees not on site. Employees shall utilize the time log system to "clock in" for scheduled overtime. In case of emergency call-back employees may not be able to "clock in." Failure to report for scheduled overtime shall be treated in the same manner as failure to report for any other scheduled shift.**
- **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), and a Time Sheet (to calculate and approve overtime pay).
- **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 and submit through WebSmart as well as submit a Time Sheet (to calculate and approve overtime pay). Please refer to the Appendix for a sample of these forms and how to complete it.
- **Union Meeting Attendance – Employees** will be provided release time to attend union meetings scheduled during their regular shift. Attendance of union meetings outside of regular work time is on their own time. Shifts will not be modified to accommodate attendance of union meetings.

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, 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.



District vehicles are provided to facilitate work activities and are not intended to be used for personal business. Generally speaking, if leaving campus during work hours you should use your personal vehicle. Over the years, FPO has developed an informal practice of allowing District vehicle use for limited errands such as picking up coffee or meals during break / rest periods. This practice is authorized when it makes common sense and is an efficient use of time, such as when one is at one's work area in a District vehicle and can leave and return most quickly in that vehicle. If one is not using a District vehicle during one's shift and must return to the shop to get a vehicle to go off campus, one should use one's personal vehicle. Such use of District vehicles is to be limited to destinations within 2 miles of the campus.



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.

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

Resource and publications can be found on the Facilities website or the District Downloads page.

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.

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.

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.

Engineering Standard of Care & Maintenance Expectations

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

Grounds Standard of Care & Maintenance Expectations

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

Custodial Standard of Care & Maintenance Expectations

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

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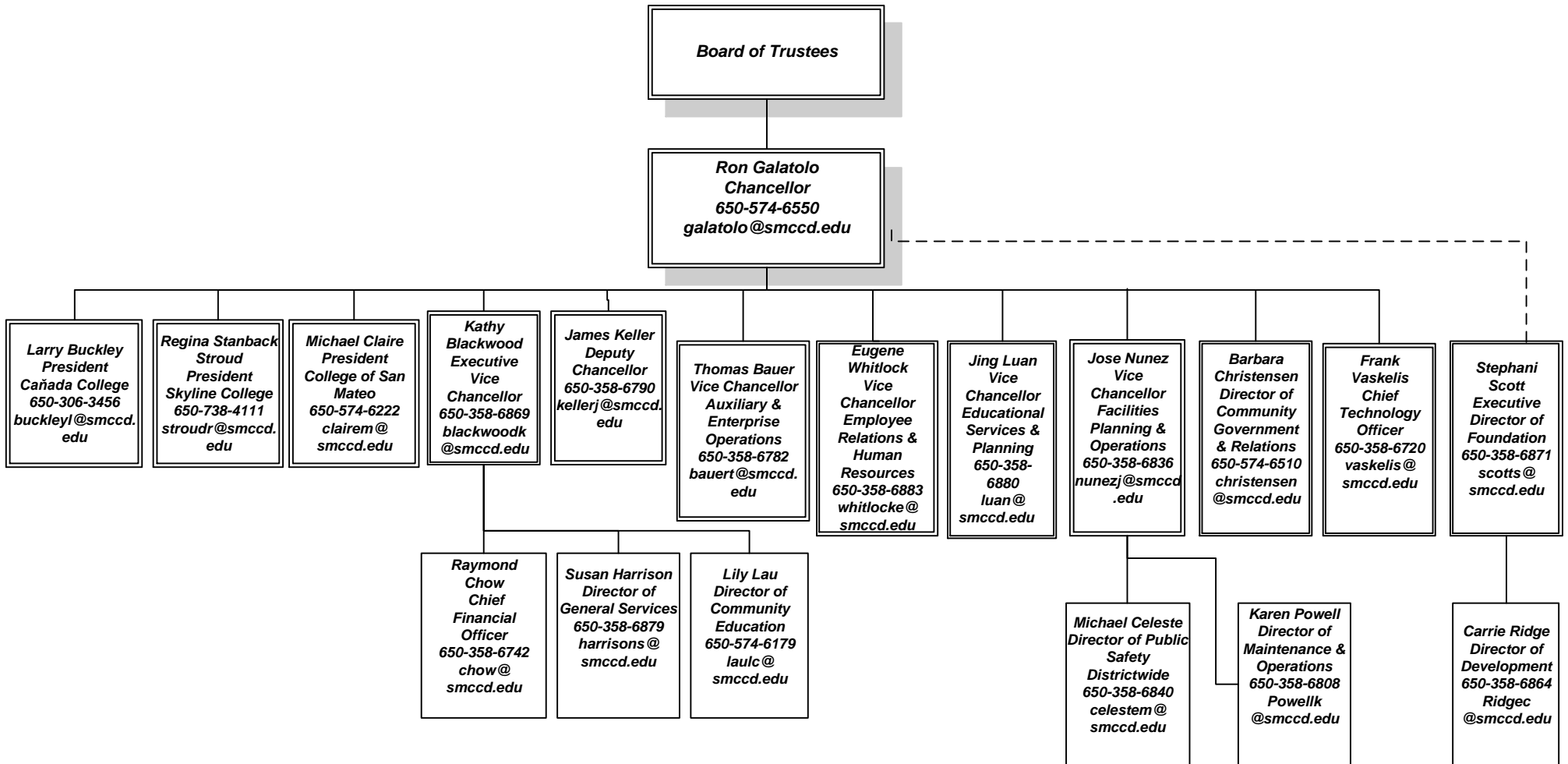
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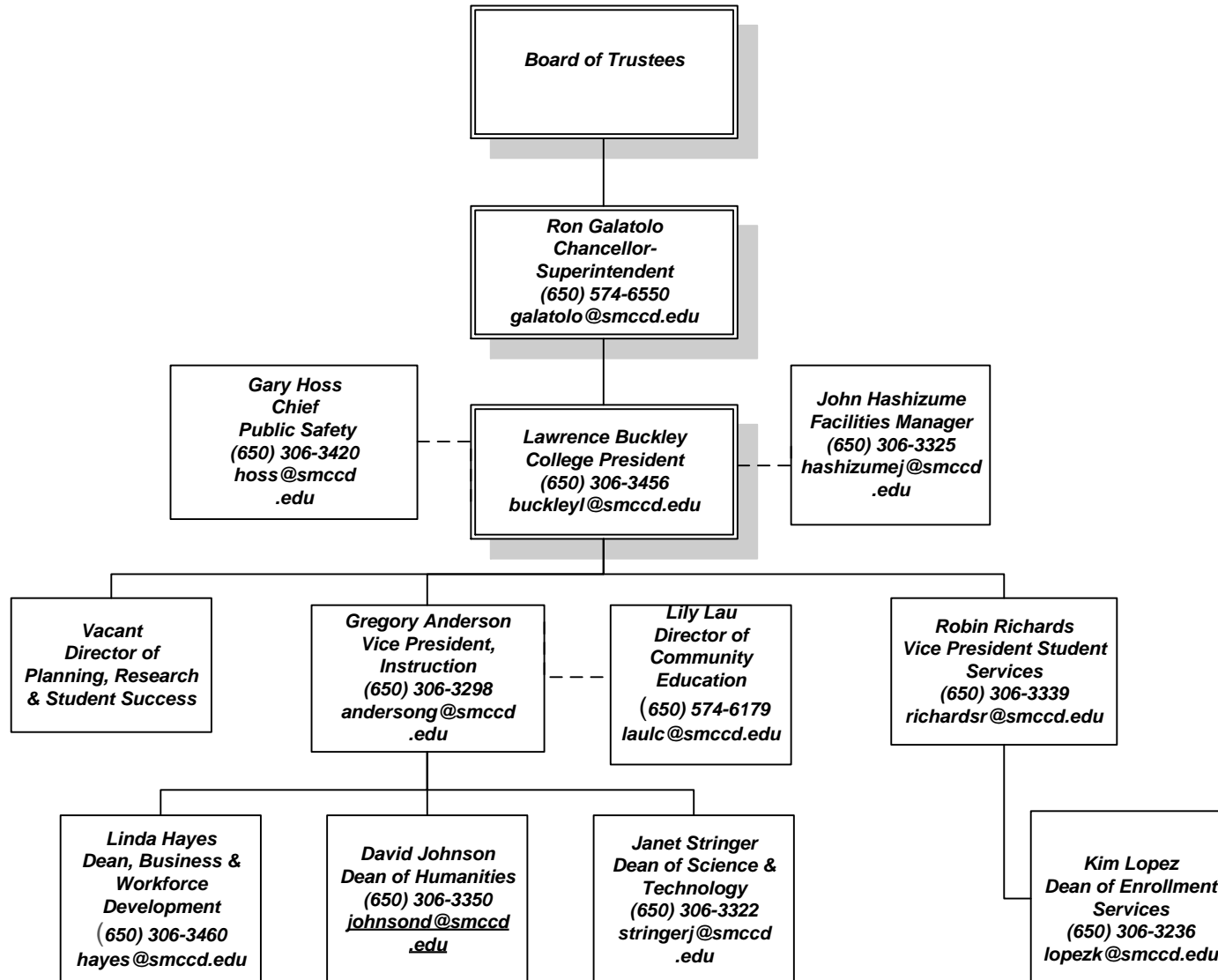
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San Mateo County Community College District District Office

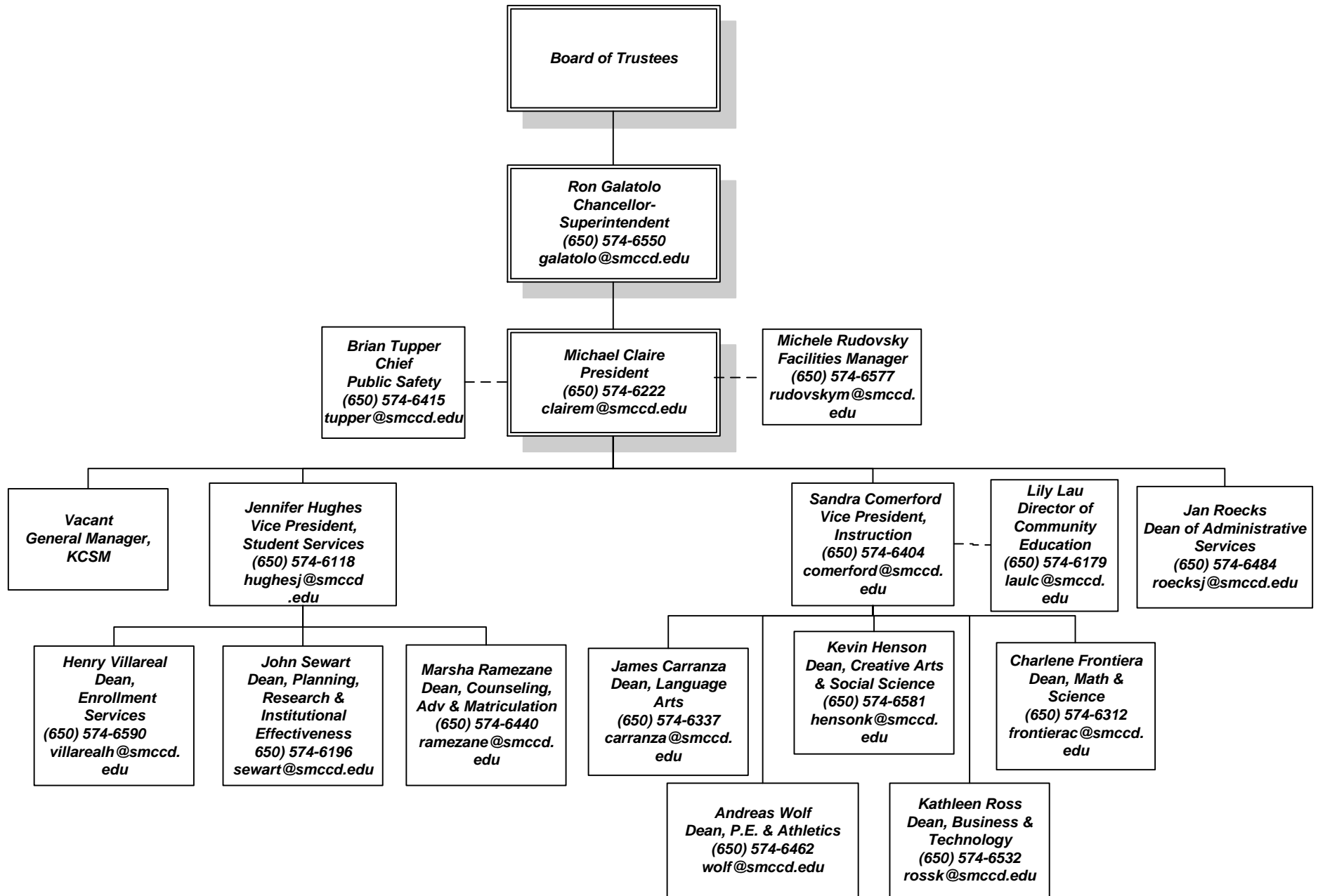


San Mateo County Community College District Cañada College

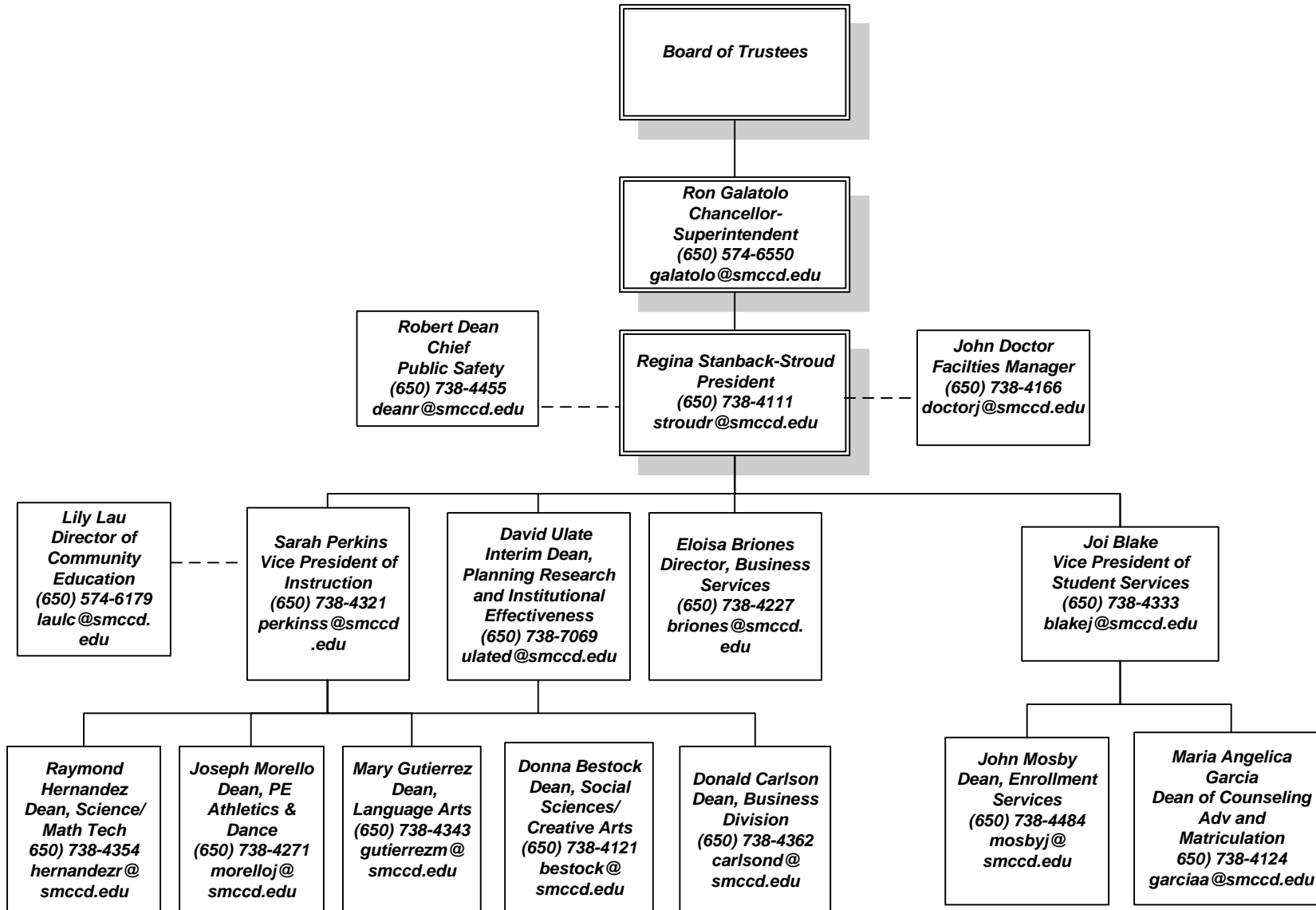


San Mateo County Community College District

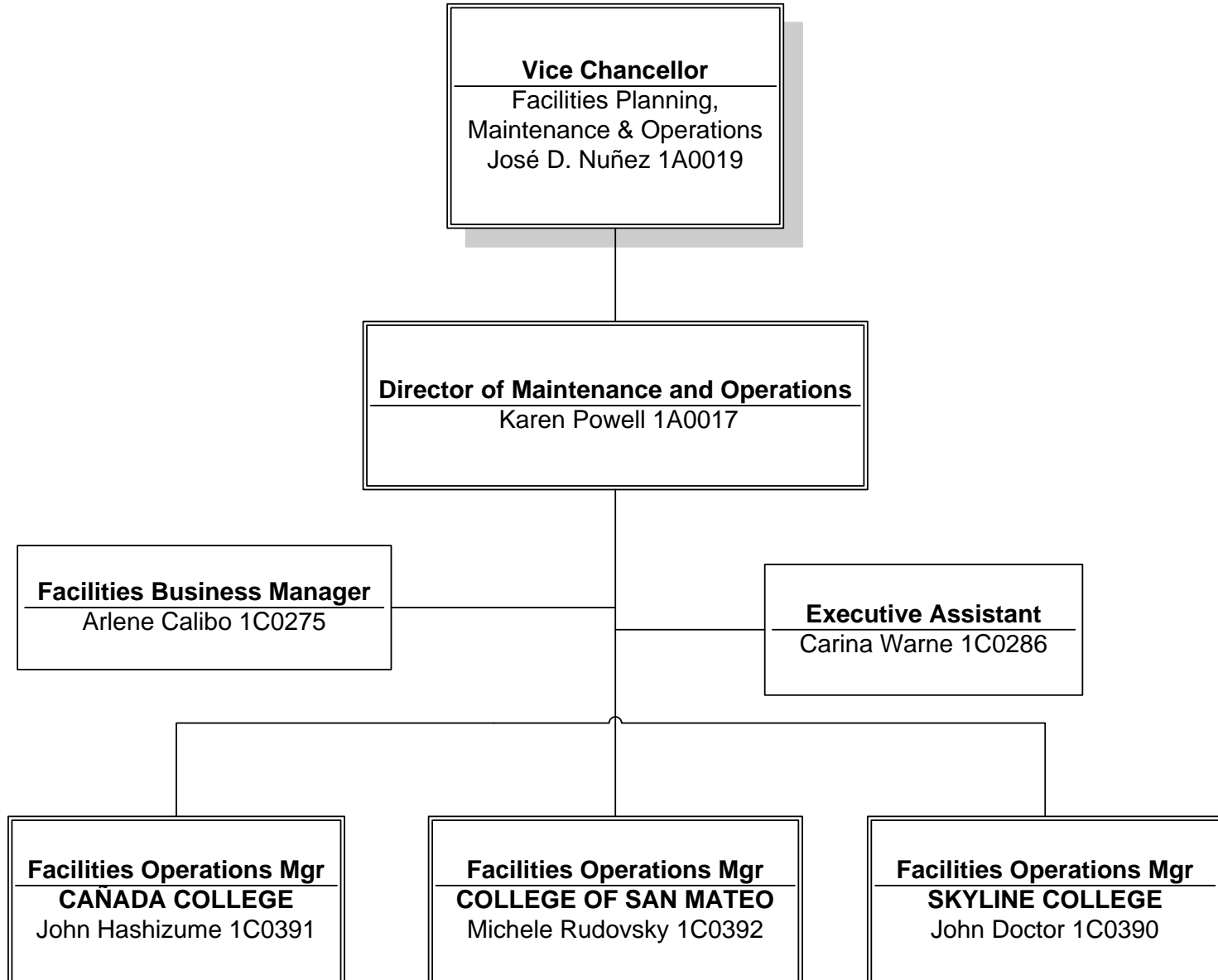
College of San Mateo



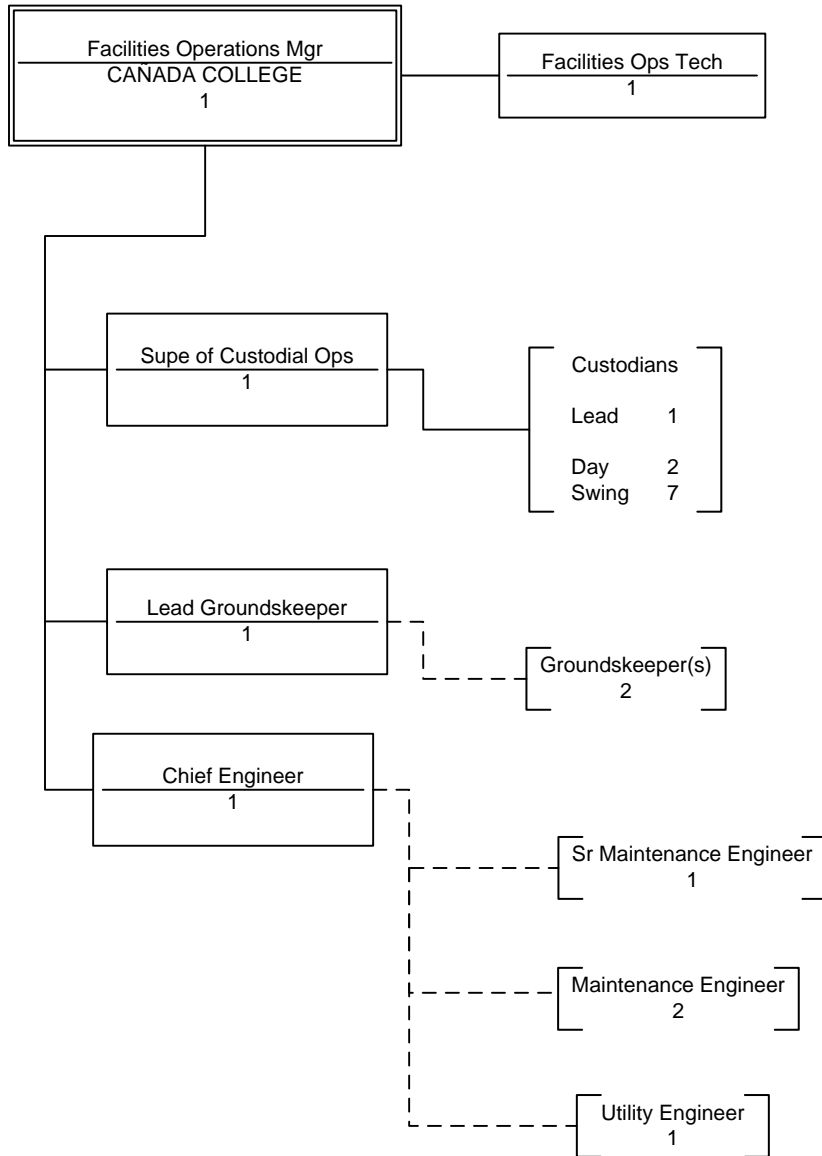
San Mateo County Community College District Skyline College



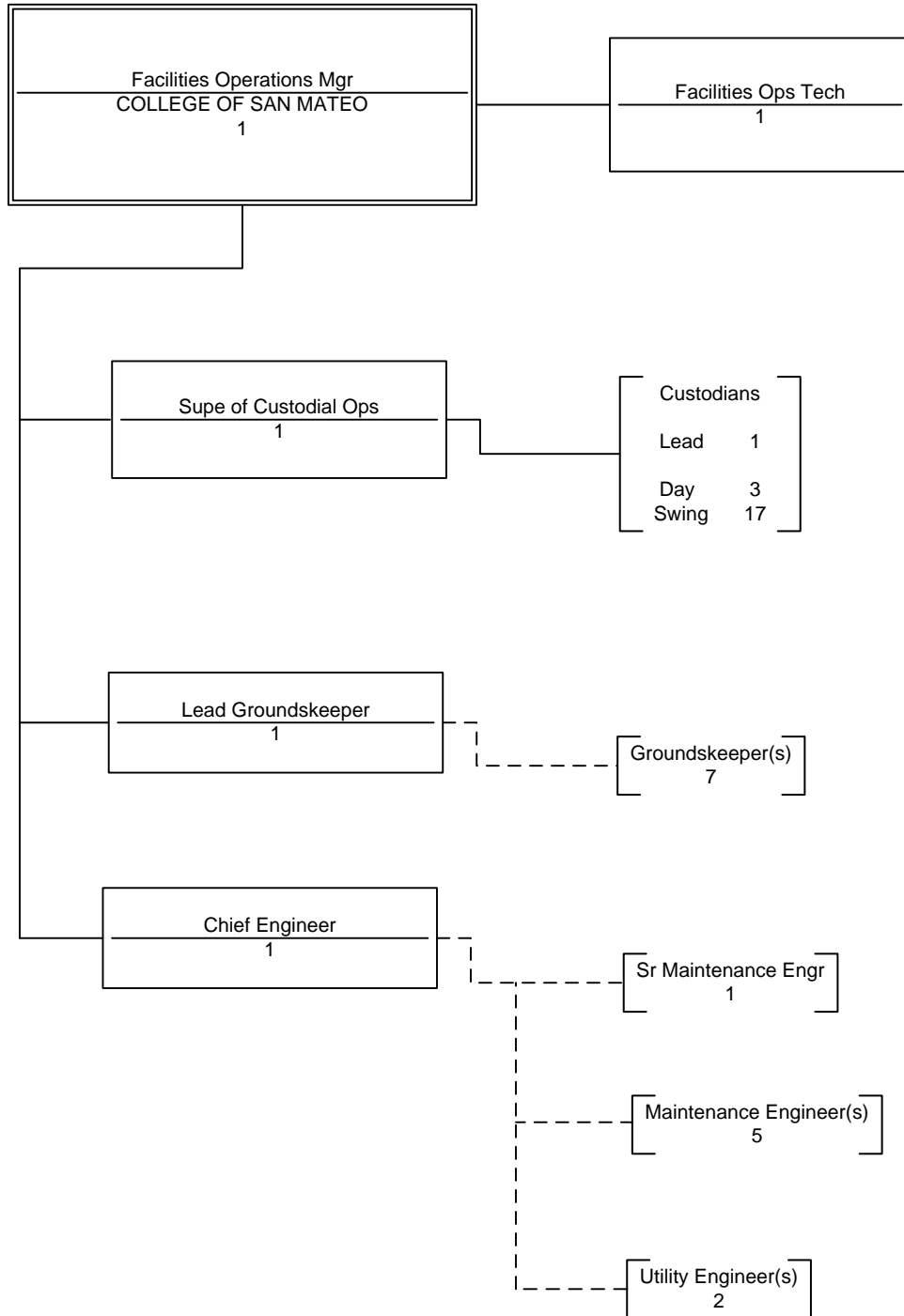
FACILITIES PLANNING & OPERATIONS ORGANIZATIONAL CHART



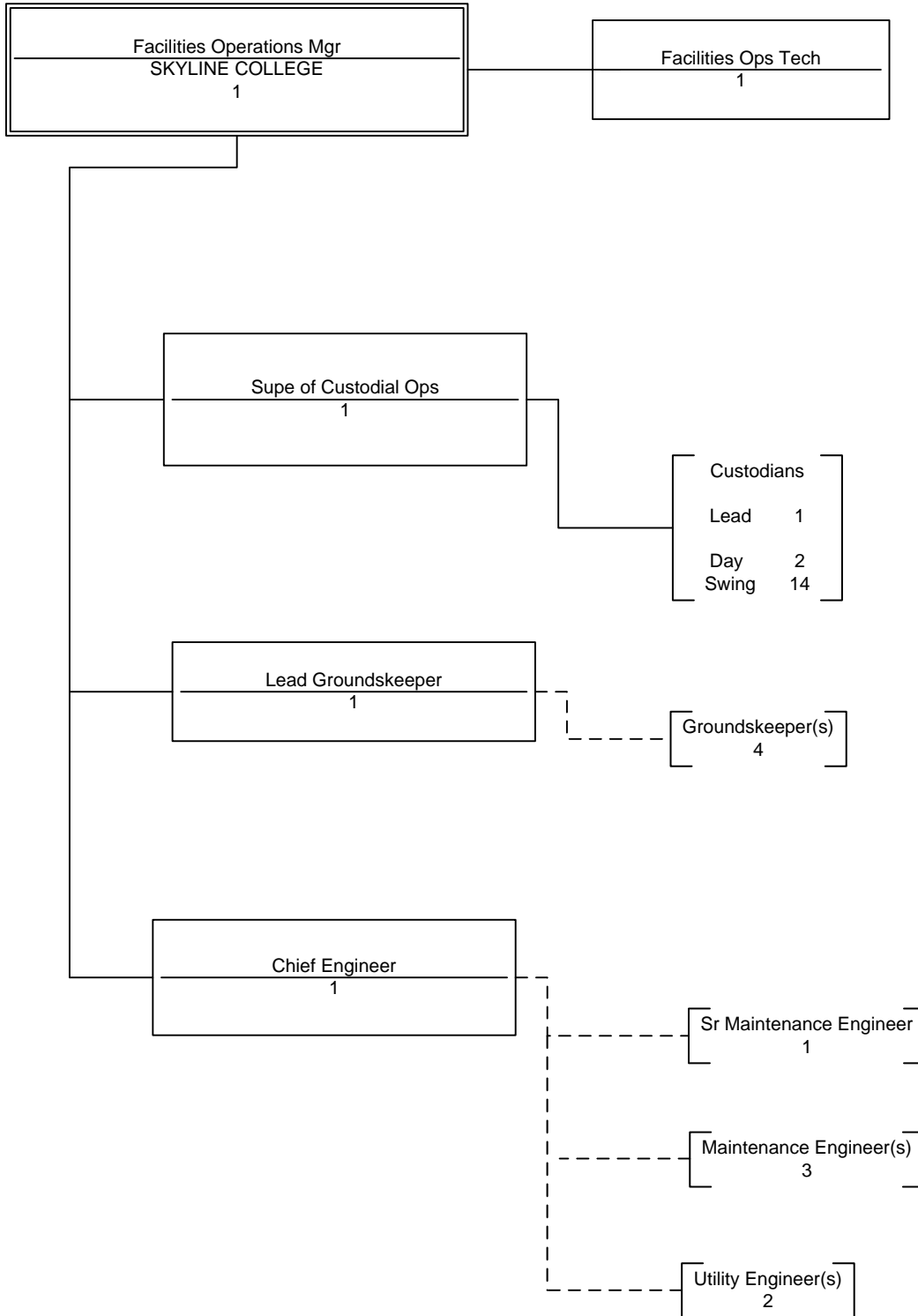
Cañada College
Facilities Department Organizational
Chart



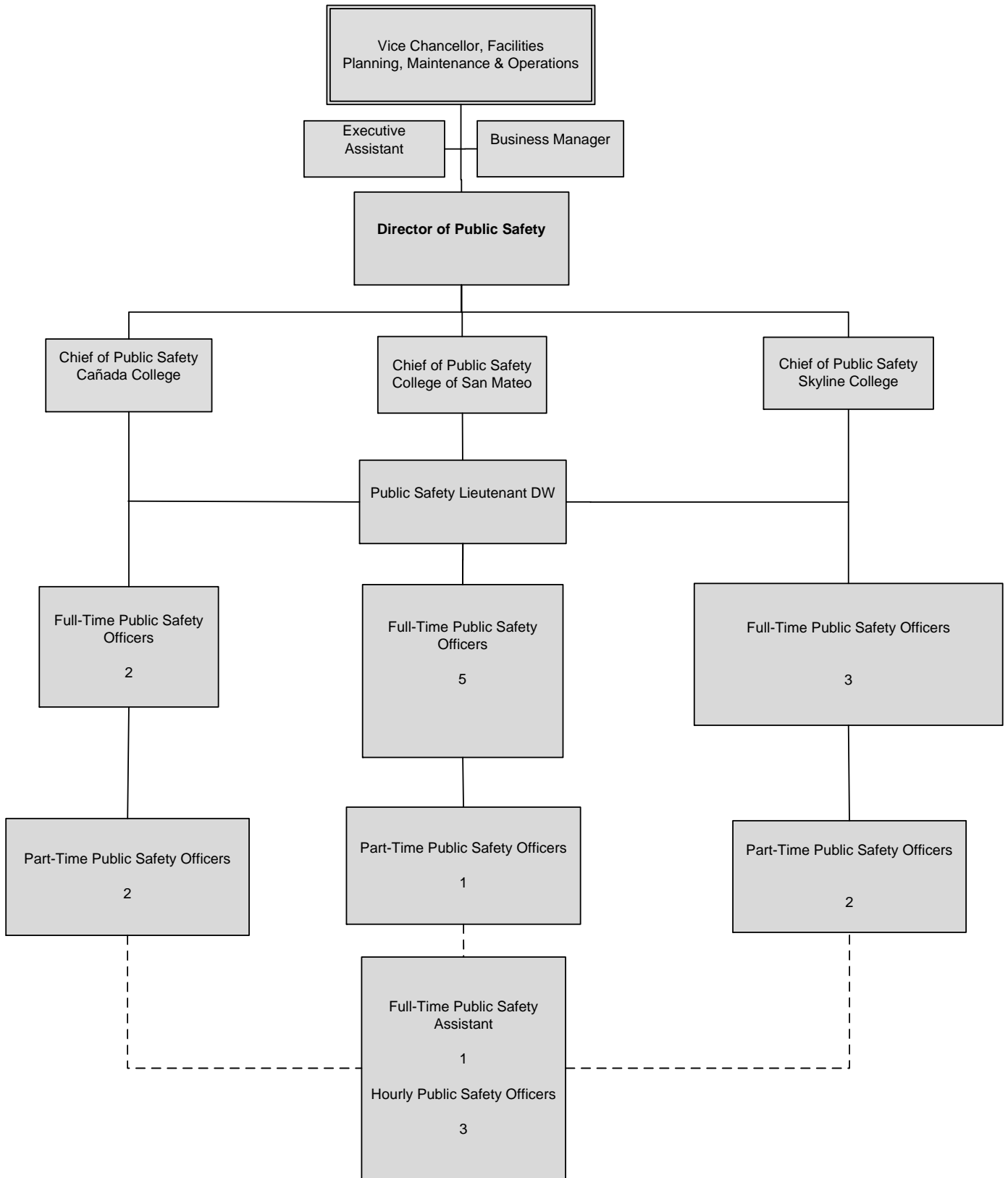
College of San Mateo
 Facilities Department Organizational
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Skyline College
Facilities Department Organizational
Chart



San Mateo County Community College District
Department of Public Safety



Facilities Planning, Maintenance & 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
Karen Powell	Director of M&O	(650) 358-6808	(510) 705-3047	powellk@smccd.edu
Arlene Calibo	Business Manager	(650) 358-6746	(650) 288-2534	calibo@smccd.edu
Ludmila Prisecar	Financial Analyst	(650) 358-6795	(650) 703-3443	prisecarl@smccd.edu
Alan Miller	Programmer Analyst	(650) 358-6702	(650) 520-0802	millera@smccd.edu
Karen Pinkham	Project Manager	(650) 358-6714	(650) 465-2712	pinkhamk@smccd.edu
Paula Reyes	Project Coordinator II	(650) 358-6733	(415) 260-5130	reyesp@smccd.edu
Patricia “Pepper” Powell	Project Coordinator II	(650) 574-6570	(650) 445-3347	powellp@smccd.edu
Robert Gutierrez	Project Coordinator I	(650) 358-6811	(510) 915-1929	gutierrezr@smccd.edu
Joe Fullerton	Energy Mgmt. Coord.	(650) 358-6848	(650) 339-0836	fullertonj@smccd.edu
Sabrina Lawrence-Gomez	Sustainability Specialist	(650) 358-6823	(408) 605-8667	gomezs@smccd.edu
Carina Warne	Executive Assistant	(650) 358-6877	(650) 918-9542	warnec@smccd.edu
Jessica Pulido	Document Mgmt. Coord.	(650) 358-6826	(650) 575-1306	pulidoj@smccd.edu
Fax # / Web site		(650) 574-6574		http://www.smccd.edu/facilities

CAÑADA COLLEGE: 4200 Farm Hill Blvd., Bldg 7, Redwood City, CA 94061

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
CAN Facilities Main Line		(650) 306-3276		canfac@smccd.edu
John Hashizume	Facilities Manager	(650) 306-3325	(650) 642-7144	hashizumej@smccd.edu
Ignacio Carlos	Supervisor of Custodial Ops	(650) 306-3277	(650) 642-7806	carlosi@smccd.edu
Vacant	Lead Custodian	(650) 306-3276	(650) 222-4341	
Jozsef Veres	Chief Engineer	(650) 306-3276	(650) 642-4565	veres@smccd.edu
Rome Langi	Senior Maintenance Engineer	(650) 306-3276	(650) 222-4917	langir@smccd.edu
Joel Rivas	Lead Groundskeeper	(650) 306-3276	(650) 642-7794	rivas@smccd.edu
Tatiana Degai	Facilities Operations Tech.	(650) 306-3276		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
Michele Rudovsky	Facilities Manager	(650) 574-6577	(650) 255-7585	rudovskym@smccd.edu
Bryant Evans	Supervisor of Custodial Ops	(650) 574-6117	(650) 642-7502	evansb@smccd.edu
Luiz Carranza	Supervisor of Custodial Ops	(650) 574-6117		carranzal@smccd.edu
Francisco Carlos	Lead Custodian	(650) 574-6113	(650) 642-7146	carlosf@smccd.edu
Phil Fong	Chief Engineer	(650) 574-6282	(650) 642-7776	fongp@smccd.edu
Juan Lopez	Senior Maintenance Engineer	(650) 574-6113	(650) 642-7780	lopezj@smccd.edu
Justin Eichner	Lead Groundskeeper	(650) 574-6113	(650) 222-8159	eichnerj@smccd.edu
Pam Emmons	Facilities Operations Technician	(650) 574-6113		emmonsp@smccd.edu
Fax #		(650) 574-6203		

SKYLINE COLLEGE: 3300 College Dr., Bldgs. 21-24, San Bruno, CA 94066

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
SKY Facilities Main Line		(650) 738-4115		skyfac@smccd.edu
John Doctor	Facilities Manager	(650) 738-4166	(650) 642-4974	doctorj@smccd.edu
Bryant Evans	Supervisor of Custodial Ops	(650) 738-4456	(650) 642-7502	evansb@smccd.edu
James Blanchard	Lead Custodian	(650) 738-4115	(650) 642-4959	blanchardj@smccd.edu
Tony Gulli	Chief Engineer	(650) 738-4116	(650) 642-5043	gullia@smccd.edu
Bob Spacher	Senior Maintenance Engineer	(650) 738-4115	(650) 222-9336	spacherr@smccd.edu
Diego Zarco	Lead Groundskeeper	(650) 738-4115	(650) 642-4956	zarcod@smccd.edu
Alexandra Degai	Facilities Operations Technician	(650) 738-4115		degaia@smccd.edu
Fax #		(650) 738-4113		

SWINERTON: 1700 W. Hillsdale Blvd., Building 1, 2nd Floor, San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
Anne Daley (Room #271)	Construction Director	(650) 378-7331	(415) 613-9151	daley@smccd.edu
Peter Hempel (Room #275)	Construction Project Manager	(650) 378-7336	(415) 516-1250	hempelp@smccd.edu
Sajid Sulaiman (Room #265)	Construction Project Manager	(650) 378-7332	(650) 208-8359	sulaimans@smccd.edu
Christine Tai (Room #269)	Construction Project Manager	(650) 378-7362	(415) 307-9825	taic@smccd.edu
Fax #		(650) 574-6574		
Swinerton Conference Room (#244)		(650) 378-6471		



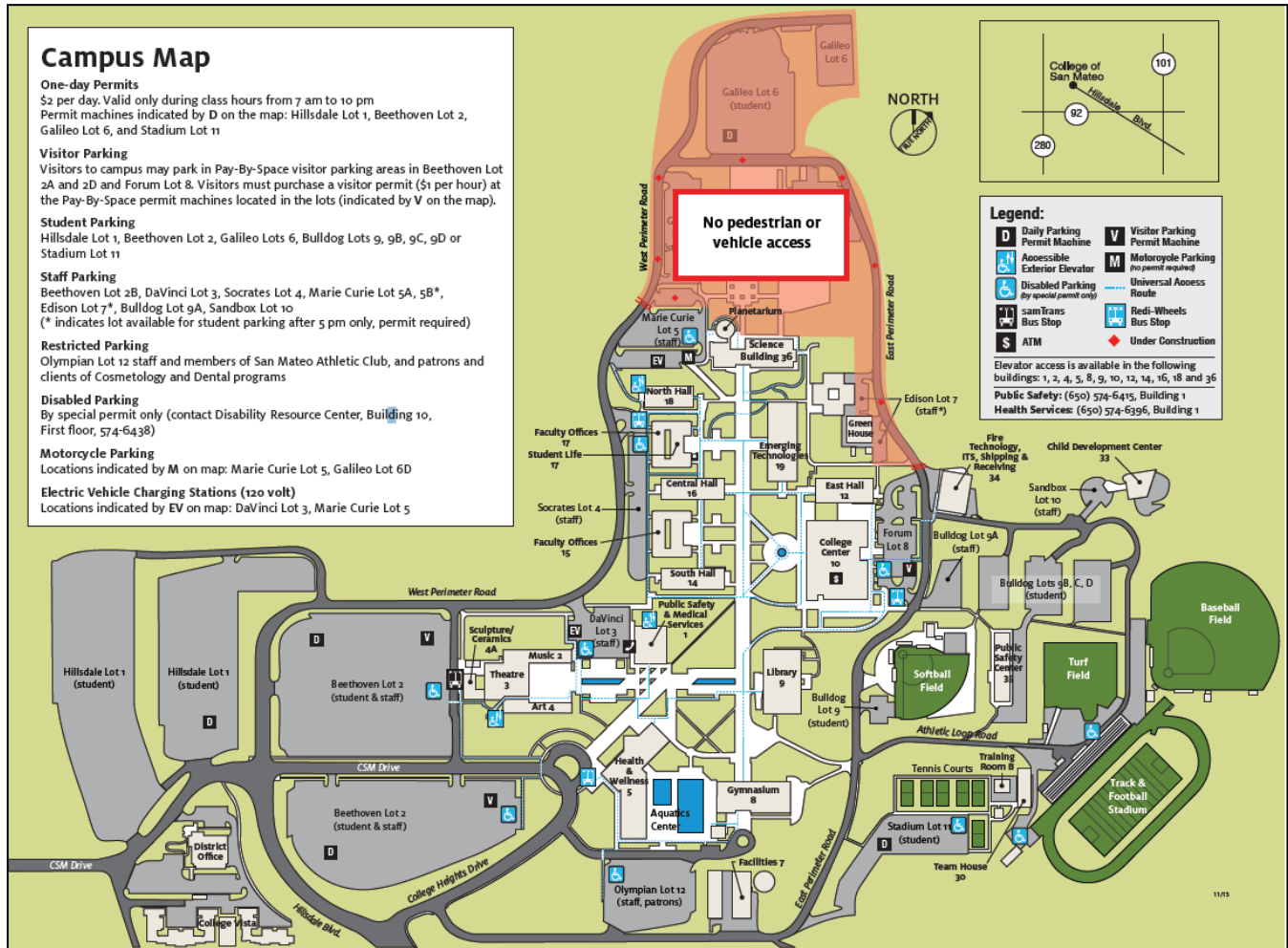
Cañada College

4200 Farm Hill Boulevard
Redwood City, CA 94061



College of San Mateo

1700 W. Hillsdale Boulevard
 San Mateo, CA 94402



Campus Map

One-day Permits

\$2 per day. Valid only during class hours from 7 am to 10 pm
 Permit machines indicated by D on the map: Hillsdale Lot 1, Beethoven Lot 2, Galileo Lot 6, and Stadium Lot 11

Visitor Parking

Visitors to campus may park in Pay-By-Space visitor parking areas in Beethoven Lot 2A and 2D and Forum Lot 8. Visitors must purchase a visitor permit (\$1 per hour) at the Pay-By-Space permit machines located in the lots (indicated by V on the map).

Student Parking

Hillsdale Lot 1, Beethoven Lot 2, Galileo Lots 6, Bulldog Lots 9, 9B, 9C, 9D or Stadium Lot 11

Staff Parking

Beethoven Lot 2B, DaVinci Lot 3, Socrates Lot 4, Marie Curie Lot 5A, 5B*, Edison Lot 7*, Bulldog Lot 9A, Sandbox Lot 10
 (* indicates lot available for student parking after 5 pm only, permit required)

Restricted Parking

Olympian Lot 12 staff and members of San Mateo Athletic Club, and patrons and clients of Cosmetology and Dental programs

Disabled Parking

By special permit only (contact Disability Resource Center, Building 10, First floor, 574-6438)

Motorcycle Parking

Locations indicated by M on map: Marie Curie Lot 5, Galileo Lot 6D

Electric Vehicle Charging Stations (120 volt)

Locations indicated by EV on map: DaVinci Lot 3, Marie Curie Lot 5

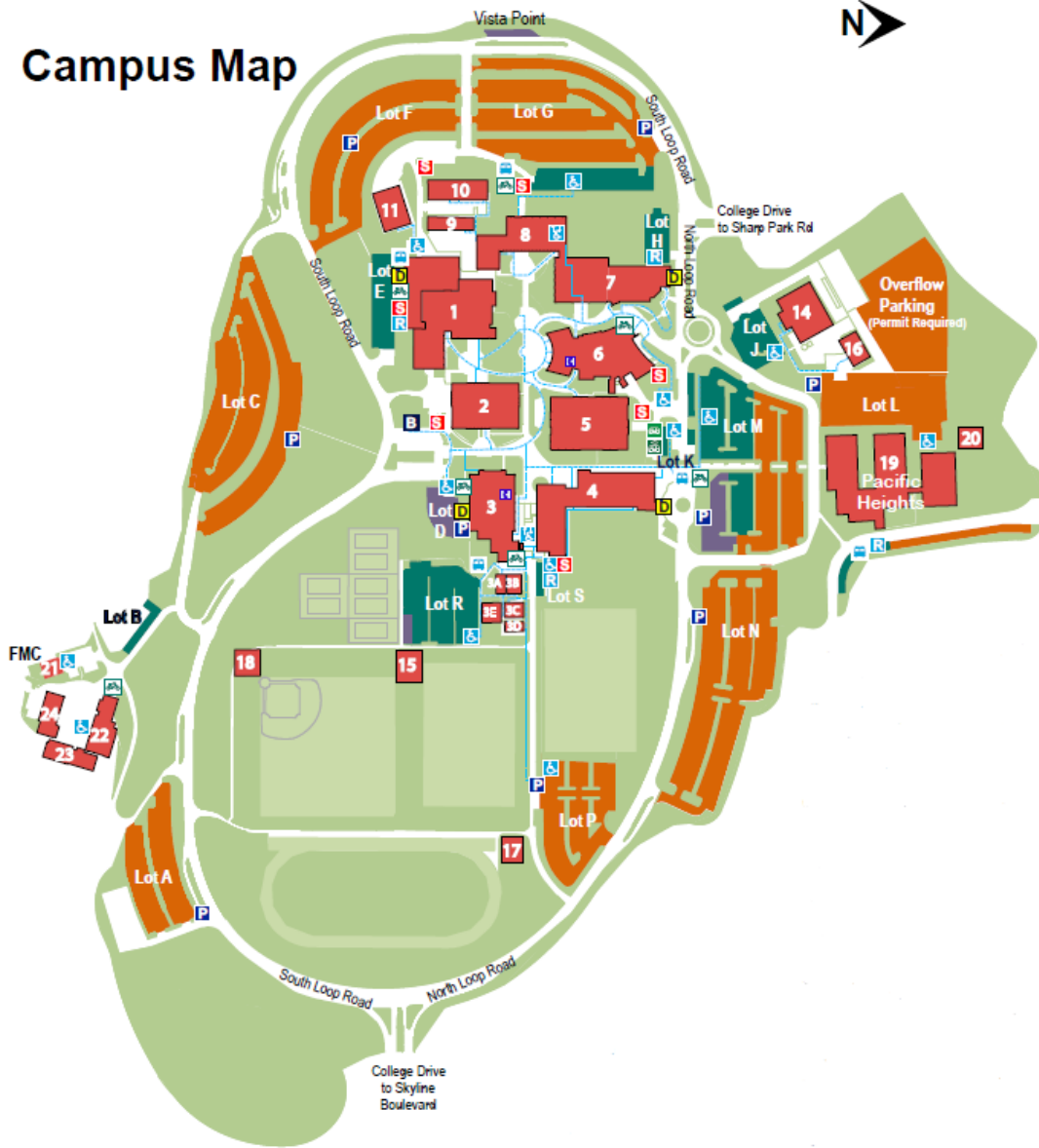
Legend:

- D** Daily Parking Permit Machine
 - V** Visitor Parking Permit Machine
 - A** Accessible Exterior Elevator
 - M** Motorcycle Parking (no permit required)
 - ♿** Disabled Parking (by special permit only)
 - U** Universal Access Route
 - bus** samTrans Bus Stop
 - 🚘** Radi-Wheels Bus Stop
 - \$** ATM
 - ⚠** Under Construction
- Elevator access is available in the following buildings: 1, 2, 4, 5, 8, 9, 10, 12, 14, 16, 18 and 36
 Public Safety: (650) 574-6415, Building 1
 Health Services: (650) 574-6396, Building 1



3300 College Drive
San Bruno, CA 94066

Campus Map



CUSTODIAN**A. General Statement**

This is manual labor work at the action level involved in a variety of assignments related to the cleaning and general maintenance of community college facilities. Under direct supervision, the Custodian performs moderate to 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 Public Safety 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. A Custodian can be assigned to work on call 24-hours a day, 7-days a week, and on a variety of shifts and locations.

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

1. exchanges information with 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; washes, scrubs and disinfects restrooms, gymnasium facilities and locker rooms; cleans light fixtures, windows, door frames and other elevated areas; climbs up and performs work on ladders to reach elevated surfaces as needed; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions;
3. cleans, sweeps, vacuums, polishes offices, hallways, bathrooms, surrounding areas, including railings, bleachers, decking, sidewalks, drinking fountains;
4. drives a motor vehicle in the performance of assigned tasks;
5. replaces lights; makes minor repairs; performs minor repair and assembly tasks involving hand tools, collects and disposes of trash; moves furniture and equipment for special facility set-ups according to specifications; stores 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 procedures to perform job duties, as required; reports safety, fire and sanitary hazards to supervisory staff.

C. Non-essential Functions

1. Performs other related duties as required.

CUSTODIAN (continued):

D. Knowledge, Skills and Abilities

1. Knowledge of and skill in using common cleaning solutions and techniques, 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 the safe operation and handling of tools, equipment and supplies including driving a motor vehicle.
4. Skill in reading, comprehending and following oral and written instructions, including Material Safety Data Sheets.
5. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities.
6. Skill in working cooperatively as part of a customer service team.
7. Ability to do moderate to heavy physical labor.
8. 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. Basic education courses; life experience.
5. Job experience; life experience.
6. Job experience; life experience.
7. Job experience; life experience.
8. Job experience; life experience.

E. Physical/Other Requirements

This position 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; 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 safely 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 custodial experience 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, 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 operate a motor vehicle is required.

(06/2014)

LEAD CUSTODIAN

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.

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 locker rooms; 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;

Non-essential Functions

1. Performs other related duties as required.

Knowledge, Skills and Abilities

1. Knowledge of and skill in using common cleaning solutions and techniques, 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 the safe operation and handling of tools, forklift, equipment and supplies, including driving a motor vehicle.
4. Skill in reading, comprehending and following oral and written instructions, including Materials Safety Data Sheets.
5. Skill in giving clear and concise oral and written instructions and directions.
6. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities.
7. Skill in using a variety of computer software to prepare and maintain written materials and records.
8. Skill in working cooperatively as part of a customer service team.
9. Skill in directing, scheduling and monitoring the work of others.
10. Ability to do sustained moderate to heavy physical labor.
11. 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. Basic education courses; life experience.
5. Job experience; life experience; special courses.
6. Job experience; life experience.
7. Job experience; special courses; job training.
8. Job experience; life experience.
9. Job experience; life experience.
10. Job experience; life experience.
11. 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.

(06/2014)

GROUNDSKEEPER

A. General Statement

This is manual labor work at the skilled level, involved in the maintenance of landscape and hardscape including plants, shrubs, trees, water features, grounds, parking lots, athletic fields and facilities using appropriate tools and related equipment for a college district. Under general supervision, public contact is primarily with department staff and campus community, 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, landscaping, and maintenance and repair of hardscape as well as 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. 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 temporary staff as assigned, and can be assigned to work on call, 24-hours a day, 7-days a week, and on a variety of shifts and locations.

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; cleans and maintain fountains;
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; groom athletic artificial turf fields, paints and repairs benches, recreation equipment, tables and fences;
5. operates and maintains power driven equipment such as lawn mowers, lawn edgers, clippers, rototillers, tractors, trucks, sweepers, blowers, 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 and hardscaped 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; sweep and maintain parking lots and grounds; installs, relocates and maintains site furnishings; programs, monitors, troubleshoots and repairs irrigation systems and water features; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions;
8. paints exterior horizontal surfaces, such as parking lot striping and curbs, as well as unoccupied structures, such as storage sheds and / or containers, and similar assignments.

GROUNDSKEEPER (continued)

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

C. Non-essential Functions

- 1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

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|--|--|
| <ul style="list-style-type: none"> 1. Knowledge of general principles of gardening, landscaping and grounds and hardscape maintenance, including plant identification and basic intercultural gardening techniques, equipment and supplies. 2. Knowledge of safety procedures, equipment and supplies applicable to gardening, landscape, hardscape, 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. Exercise good judgment in safeguarding and protecting District and public property and the Public. 9. Basic understanding of water chemical balance and treatment. | <ul style="list-style-type: none"> 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. 9. Basic education; special courses. 10. Job experience; life experience. |
|--|--|

- 10. Ability to do moderate to heavy physical labor.

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.

GROUNDSKEEPER (continued)

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.

(Rev. 6/2014)

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 (e.g. plans and schedules parking lot maintenance and striping, planting renewal, weed abatement, tree trimming), 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 program and manage computerized irrigation systems, 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; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions;
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.
12. leads workers and participates in painting exterior horizontal surfaces, such as parking lot striping and curbs, as well as unoccupied structures, such as storage sheds and / or containers, and similar assignments

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

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|---|--|
| <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. 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 oral and written materials, instructions and directions, and blueprints. 5. Skill in communicating effectively with people who are diverse in their cultures, language groups and abilities. 6. Skill in directing, scheduling and monitoring the work of others. | <ol style="list-style-type: none"> 1. Job experience; special training courses. 2. Job experience; special training courses. 3. Job experience; life experience. 4. Basic education courses; special training courses. 5. Job experience; life experience. 6. Job experience; life experience. |
|---|--|

Groundskeeper (continued)

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|--|---|
| 7. Skill in safe operation and handling of tools, equipment and supplies, including driving of a motor vehicle. | 7. Job experience; special training courses. |
| 8. Skill in using a variety of computer software to prepare and maintain written materials and records, including computerized landscape management systems. | 8. Job experience; special courses; job training. |
| 9. Skill in working cooperatively as part of a customer service team. | 9. Special training courses; job experience; life experience. |
| 10. Skill in delivering oral and written instructions, reports and directions. | 10. Job experience; life experience. |
| 11. Ability to do moderate to heavy physical labor. | 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. 6/2014)

Utility Engineer

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 and 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 Senior Maintenance Engineers, Chief Engineers, 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

Utility Engineer (continued)

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

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.
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; Materials Safety Data Sheets; ability to follow instructions.
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 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.

(06/2014)

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 Senior Maintenance Engineers, Chief Engineers, 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; Materials Safety Data Sheets; ability to follow instructions.
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.
11. 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.
11. 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;

MAINTENANCE ENGINEER (continued):

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, 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.

(06/2014)

SENIOR MAINTENANCE ENGINEER**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 and staff 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. assesses skills and abilities of Maintenance Engineers and Utility Engineers to ensure appropriate work assignments and identifies training needs; develops and delivers training; 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 communicate with constituents, document procedures, protocols and other relevant communication; 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

Training Guidelines

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| <ol style="list-style-type: none"> 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. | <ol style="list-style-type: none"> 1. Special courses; job experience. |
| <ol style="list-style-type: none"> 2. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations. | <ol style="list-style-type: none"> 2. Special courses; job experience. |
| <ol style="list-style-type: none"> 3. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment. | <ol style="list-style-type: none"> 3. Special courses; job experience. |
| <ol style="list-style-type: none"> 4. Skill in working cooperatively as part of a customer service team. | <ol style="list-style-type: none"> 4. Job experience; life experience. |
| <ol style="list-style-type: none"> 5. Skill in reading and comprehending complex instructions, blueprints and directions; Materials Safety Data Sheets; ability to follow instructions. | <ol style="list-style-type: none"> 5. Special courses; job experience. |
| <ol style="list-style-type: none"> 6. Skill in assessing, directing, scheduling and monitoring the work of others, as well as developing and delivering training. | <ol style="list-style-type: none"> 6. Job experience; special courses. |
| <ol style="list-style-type: none"> 7. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data. | <ol style="list-style-type: none"> 7. Special courses; job experience. |
| <ol style="list-style-type: none"> 8. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle. | <ol style="list-style-type: none"> 8. Special courses; job experience; life experience. |
| <ol style="list-style-type: none"> 9. Ability to obtain forklift certification. | <ol style="list-style-type: none"> 9. Special courses; job experience. |
| <ol style="list-style-type: none"> 10. Ability to perform moderate to heavy physical labor on a sustained basis. | <ol style="list-style-type: none"> 10. Job experience, life experience. |

SENIOR MAINTENANCE ENGINEER (continued):

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| 11. Skill in setting up, maintaining, and evaluating detailed records. | 11. 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, 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.

(06/2014)

CHIEF ENGINEER**A. General Statement**

This is foreman-level maintenance work responsible for oversight of college campus engineering operations. 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 team; assists in managing 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 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; assessing skills, abilities, safe work practices, and identifies training needs; assists in developing and delivering appropriate training; fosters 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 manager in evaluating the performance of subordinate staff. The work requires exceptional organizational and communication skills 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. Assesses skills and abilities of Senior Maintenance Engineers, Maintenance Engineers and Utility Engineers to ensure appropriate work assignments and identifies training needs; develops and delivers training. Perform and coordinate routine maintenance, response to trouble calls and emergencies.
4. Ensure integrity of maintenance supplies and equipment inventory.
5. Perform inspections of facilities.

CHIEF ENGINEER (continued)

6. Exchange information with administrators, management and other 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 engineering staff; coordinate training for professional development; and assist the campus facility manager in evaluating the performance of engineering staff.
12. Uses a computer and computer software to communicate with constituents, document procedures, protocols and other relevant communication; enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data; track expenses, estimate special projects, create schedules, and obtain information.

C. Non-Essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

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| <ol style="list-style-type: none"> 1. Knowledge of materials, equipment, tools and terminology used in building maintenance work. 2. Exercises caution and ensures compliance with all mandated CAL/OSHA safety provisions in the course of work. 3. 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. 4. Knowledge of basic electrical, carpentry, welding, and mechanical principles and procedures. 5. Ability to perform heavy labor. | <ol style="list-style-type: none"> 1. Special courses; job experience; job training 2. Special courses; job experience; job training 3. Special courses; job experience 4. Special courses; job experience 5. Job experience; job training |
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CHIEF ENGINEER (continued)

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| 6. Ability to perform routine technical functions in the repair and maintenance of college campus building and infrastructure systems. | 6. Special courses; job experience |
| 7. Ability to work independently and prioritize jobs. | 7. Job experience; life experience |
| 8. Ability to use required tools and equipment skillfully and safely. | 8. Special courses; job experience; life experience |
| 9. Ability to keep/maintain work records in an organized manner. | 9. Job experience; job training |
| 10. Skill in managing discretionary budget. | 10. Special courses; job experience; life experience |
| 11. Skill in handling emergency situations. | 11. Special courses; job experience; life experience |
| 12. Skill in understanding and giving oral and written instructions and directions. | 12. Special courses; job experience; life experience |
| 13. Ability to work independently under minimum supervision. | 13. Job experience; life experience |
| 14. Skill in assessing engineering staff abilities, organizing workloads and schedules. | 14. Job experience; job training |
| 15. Ability to foster teamwork and enthusiasm. | 15. Special courses; job experience; life experience |
| 16. 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. | 16. Job experience; life experience |
| 17. Skill in reading and comprehending complex instructions, blueprints and directions; Materials Safety Data Sheets; ability to follow instructions. | 17. Special courses; job experience; job training |
| 18. Skill in assessing completed work for standard of quality. | 18. Special courses; job experience; life experience |
| 19. Ability to obtain forklift certification. | 19. Special courses; job experience |

CHIEF ENGINEER (continued)

E. 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 journeyman 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.

(06/2014)

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 an 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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| <ul style="list-style-type: none"> 1. Knowledge of office organizational procedures including workflow, office equipment, supplies, file systems and computer applications. 2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for in-scope decision-making. 3. Knowledge of general accounting procedures used for accounts payable and receivable, journals, balaneing, and reporting. 4. Skill in respectful, sensitive communication with people at all levels within organization who are diverse in their cultures, language groups and abilities. 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. 6. Skill in working accurately under deadline pressure. 7. Skill in training and directing the work of others. 8. Skill in oral communication, including giving clear and concise instructions. 9. Skill in written communication. 10. Ability to work effectively as part of a customer service team. | <ul style="list-style-type: none"> 1. Job training; job experience. 2. Job experience; college courses. 3. Job experience; college courses. 4. Job experience; life experience. 5. College courses; job experience; special courses. 6. Job experience; college courses. 7. Special courses; job experience. 8. College courses; job experience. 9. College courses; special courses. 10. Job experience; life experience. |
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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)

SUPERVISOR OF CUSTODIAL OPERATIONS**A. General Statement**

This is skilled labor at the first-line management level involved in the planning, supervision, coordination and evaluation of custodial maintenance services. Under direction, the employee is responsible for planning, prioritizing, assigning and evaluating a variety of workload and assignments to custodial 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 Operations can direct the work of custodial, student assistants, volunteers and others as assigned.

B. Examples of Essential Functions**A Supervisor of Custodial 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 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, 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 a variety of other documentation;
6. enters, modifies and retrieves online data; sets up and maintains online logs, inventory, 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 equipment and supplies; confers with other management staff regarding the sharing of districtwide resources;

Supervisor of Custodial Operations (continued):

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 common custodial maintenance equipment, tools, supplies, and routine maintenance procedures. 2. Knowledge of safety procedures, equipment and techniques related to custodial work. 3. Skill in directing, coordinating and evaluating the work of others, including establishment of performance standards. 4. Skill in workload and project planning, prioritizing and outcome evaluation. 5. Skill in motivating and leading efficient and effective customer service and quality-oriented work teams. 6. Skill in communicating respectfully and sensitively with people of diverse cultures, language groups and abilities. 7. Skill in using a computer to enter, modify and retrieve data. 8. Skill in oral communication, including giving clear and concise instructions. 9. Skill in written communication. 10. Skill in multi-tasking to meet established deadlines. 11. Ability to work effectively as part of a management team. | <ol style="list-style-type: none"> 1. Job experience; special courses; job training. 2. Job experience; special courses. 3. Job experience; special courses. 4. Job experience; special courses. 5. Job experience; special courses. 6. Job experience; life experience. 7. Special courses; job experience; job training. 8. Special courses; job experience. 9. Basic education courses; special courses. 10. Job experience; special courses. 11. Job experience; special courses. |
|---|--|

E. Physical/Other Requirements

This classification requires oral communication with individuals and 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.

Supervisor of Custodial Operations (continued):

F. Education and Experience

This classification requires a combination of education and experience equivalent to successful custodial 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 maintenance. Possession of a valid California Driver's License and the ability to drive a motor vehicle are required.

(Rev. July 2014)

FACILITIES MANAGER**A. 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.

B. Examples of Essential Functions**A Facilities Manager:**

1. 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;
2. 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;
3. 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;
4. 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;
5. plans, sets up and maintains department budget; projects costs for special and regular projects; compiles financial data for, formats, and prepares reports;
6. 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;

Facilities Manager (continued)

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

C. Nonessential Functions

1. Performs other related duties as assigned.

D. Physical/Other Requirements

1. This classification requires multi-tasking;

E. 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.

Request for Time Off



San Mateo County Community College District
Facilities Planning & Operations
Request For Time Off

- Cañada CSM Skyline District Office

Section Below to be Completed by Employee

Employee Name _____

I request time off for the following reason: _____

Partial Day(s): Date(s): _____ Time: _____ a.m. _____ a.m.
p.m. _____ p.m. Total Hour(s): _____

Full Day(s): Date(s): _____ Total Hour(s): _____

Please charge this time against:

- Vacation _____ Hours Comp Time _____ Hours
 Sick Leave _____ Hours Release Time _____ Hours

Employee's Signature: _____ Date: _____

Section Below to be Completed by Unit Leads Only

- Work Schedule can be modified to accommodate this absence. Initials: _____
 Work Schedule cannot be modified to accommodate this absence.

Reason: _____

Initials: _____

Section Below to be Completed by Supervisor/Office Only

Vacation Balance: _____ Hours Comp Time Balance: _____ Hours Sick Leave Balance: _____ Hours

Note: _____

- Approved Reason: _____
 Denied

Supervisor's Signature: _____ Date: _____

Safety Reporting Form



San Mateo County Community College District

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:

SAMPLE

Safety Reporting Form



San Mateo County Community College District

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:

SAMPLE



San Mateo County Community College District

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

SAMPLE



MOTOR VEHICLE OPERATIONS AND SAFETY GUIDELINES

Purpose: SMCCCD employees must, at times, operate District vehicles off-site, in order to perform their assigned duties. These guidelines describe District related **off-site** operation of motorized vehicles.

Procedure

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

Driver's Responsibilities

It is the driver's responsibility to insure the vehicle is safe to operate prior to departing the campus and to abide by the guidelines set forth herein. Failure to comply may result in disciplinary action.

- 1) Use of the vehicle only for conducting official business of the District.
- 2) Complete a visual safety inspection of the vehicle and complete and sign the inspection report form *prior to departing District property*.
- 3) Possess and carry a valid state driver's license.
- 4) 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.
- 5) Operate the vehicle in a safe manner conforming to traffic laws and road conditions.
- 6) Smoking is prohibited in District vehicles.

Daily Operation

- A. The first daily user must complete the Visual Vehicle Inspection Checklist prior to off-site operation of the equipment. Complete the inspection report in the Vehicle Safety Log Book in each District vehicle. Please note any deficiencies in the Vehicle Safety Log Book and complete a Vehicle Service Request Form to address non-hazardous issues that can be addressed at a later time. If you find a condition you consider unsafe, please do not use the vehicle until a proper inspection and sign off has been completed.
- B. Use the "Vehicle Service Request Form" located in Log Book to report all vehicle problems immediately. Turn in the form along with vehicle keys to your Division / Department Office.

Keep the interior of the vehicle and equipment clean and free of litter.

In Case of Motor Vehicle 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 the Department of Public Safety and/or local police authority as appropriate.
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 all involved vehicles.
8. DO NOT ADMIT RESPONSIBILITY.
9. Notify your Supervisor and complete a ***“Report of Accident”*** as soon as possible.

Motor Vehicle Safety Inspections

Driver responsibilities: The vehicle driver shall complete a visual inspection, note any concerns and sign the inspection form *prior to departing District property*. In the event the driver identifies any potentially hazardous conditions prior to departure, the driver is to request an alternate vehicle. In the event the driver identifies any non-hazardous conditions that can be addressed at a later time, the driver shall complete the tear-out Vehicle Service Request Form and submit to their division office along with vehicle keys at the conclusion of their trip.

Division and Facilities Responsibilities: The Division Dean / Department Director who is responsible for distributing vehicle keys will conduct periodic checks to insure drivers are completing the pre-trip safety inspections and signing the inspection report. The Division Dean / Department Director will address any non-conformances with individual drivers, implementing progressive discipline as appropriate. The Division Dean / Department Director, or their delegate, will insure that any vehicle problems reported via the Vehicle Service Request Form are documented via entry of a Facilities Work Request. If Facilities is unable to perform needed service or repairs, the Facility Manager will facilitate completion of the service / repairs with a licensed repair facility.

The Facilities Department, under the direction of the Chief Engineer, will create Facilities Work Requests to schedule regular (at least quarterly) visual inspections by the Facilities Department. The Chief Engineer will also enter Facility Work Requests as a reminder to the Divisions responsible for each vehicle to have factory recommended service inspections and/or maintenance performed at a licensed repair facility. Vehicles with reported deficiencies should not be put into service until certified by a licensed repair facility.



Motor Vehicle Accident

In case of accident:

10. Stop immediately.
11. Take steps to prevent another accident at the scene.
12. Call 911 in the case of a medical emergency.
13. Contact Campus Security and/or local police authority.
14. Secure names/addresses of all persons in the other vehicle.
15. Obtain names/addresses of all witnesses.
16. Obtain license number and State of registration of adverse vehicle.
17. **DO NOT ADMIT RESPONSIBILITY.**
18. Notify your Supervisor and complete a ***“Report of Accident”*** as soon as possible



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.

Customer Service



San Mateo County Community
College District

Facilities Planning & Operations
Customer Service Training Module





Our Customers

- Students
- Faculty
- Staff
- Visitors
- General Public



Providing High Quality Service

- Know what your customer wants from you
- Listen effectively – be sure you understand what the customer is saying to you
- Always perform professional work
- Keep your customers satisfied

What our customers want

- Treat them as individuals
- Be friendly and helpful
- Be an active listener – be sure what you heard is actually what they meant
- Do what you have committed to do in the timeframe you promised



What Our Customers Need

- To feel welcome – they are not an intrusion into your work but are the reason for it
- Timely service
- To be recognized & remembered
- The same things that you need:
 - To feel comfortable, important, appreciated and respected



Customers always come first

- Smile
- Say hello
- Show respect and concern for the customer
- Be courteous
- Be positive and enthusiastic



How to Build a Good Customer

- Introduce yourself
- Offer your help & smile
- Call the customer by name
- Listen to the customer and make eye contact
- Take action or get someone who can
- Review the problem/issue/need to confirm that you understand
- Follow-up
- Thank the customer for bringing problem to your attention
- Remember what business we are in – *Customer Satisfaction*

Impact of a Bad Experience

- Customer might tell 20 others about it
- If each of those 20 tells 5 others, 100 people may hear about the bad experience
- Imagine the results if 10 customers have bad experiences!



Turn an Unhappy Customer into a Happy One

- Let the customer blow off steam before proceeding – let them vent their frustrations to you
- Listen carefully and be sure you understand what was said to you by confirming: "What I heard you say is..."
- Ask questions until you understand the complaint
- Propose a solution to the problem and when it will be resolved
- Make certain the results will satisfy the customer
- Apologize for any inconveniences
- Do exactly what you promised you would in the time that you committed to
- Check back with the customer and make sure that they are satisfied

Ten Commandments of Human Relations

1. Speak to people
2. Smile at people
3. Call people by name
4. Be friendly & helpful
5. Be cordial
6. Be genuinely interested in people
7. Be generous with praise
8. Be considerate of other's feelings
9. Be alert to give service
10. Add to this a good sense of humor 😊



Do Says -- Don't Says

- 😊 I can help you
 - ☹ You need to talk to my supervisor
- 😊 Let's see what we can do about this
 - ☹ That's not my fault
- 😊 I understand your frustration
 - ☹ You're right - this stinks

Do Says -- Don't Says

- 😊 This is who can help you . . .
 - ☹ That's not my job
- 😊 I'm sorry -
 - ☹ Calm down !
- 😊 I'll try my best
 - ☹ You want it fixed by when ?

Do Says -- Don't Says

- ☺ What I can do is . . .
 - ☹ No !
- ☺ I'll find out
 - ☹ I don't know
- ☺ I'll get over and check out the problem
 - ☹ I'm busy right now
- ☺ I will call you back
 - ☹ Call me back

" WOW " Quality

- " They are really helpful "
- " The quality of their work is second to none "
- " They fixed my problem in no time flat "
- " The staff are always courteous "



If we act with positive attitudes and take the utmost pride in our relationships with our customers

we can **together**
exceed expectations
and delight our customers.

Accept this challenge and make it so!