

CITY OF MADISON POSITION DESCRIPTION

1. Name of Employee (or "vacant"):

Work Phone: 266-4430

2. Class Title (i.e. payroll title):

Public Works Foreperson

3. Working Title (if any):

Facilities Services Coordinator

4. Name & Class of First-Line Supervisor:

Kathy Cryan, Deputy Division Manager

Work Phone: 266-4819

5. Department, Division & Section:

Public Works, Engineering Operations – Facilities

6. Work Address:

1600 Emil St

7. Hours/Week: 38.75

Start time: 8:00 AM End time: 4:30 PM

8. Date of hire in this position:

9. From approximately what date has employee performed the work currently assigned:

10. Position Purpose: (How this position fits into the overall mission, vision, and goals of your agency and work unit.)

11. Position Summary:

This is responsible supervisory work in assisting in the management and oversight of operational activities (e.g., facilities maintenance, meeting/event set-up, custodial and security) within the Facilities Services Section of the Engineering Division. Work includes scheduling, planning, coordinating, developing and overseeing daily operational services and substantive involvement in related administrative functions (e.g., development and implementation of building standards and policies; purchasing and inventory control; diverse recordkeeping; payroll; safety training; emergency procedures; administration of building card access and security access levels; contract administration; etc.). Under the direction of the Deputy Division

Manager, this position is characterized by independent judgment and discretion in providing for the oversight of ongoing operational services during regular and extended hours of operations.

12. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

35% A. Administer and maintain computerized systems for Facilities Operations Team

1. Administer Computerized Maintenance Management System for Engineering Division's Facilities Services Team. Coordinate continued operations and ongoing process changes. Coordinate with Facilities Management Section to assure that building and equipment asset inventories and preventive maintenance schedules are up-to-date, accurate and complete. Perform ongoing maintenance and configuration. Configure new workflows. Configure custodial assignments. Create/edit users. Assign security profiles. Develop standard reports and dashboards to provide managers ready access to KPIs.
2. Provide user training to Facilities Maintenance and Custodial staff and customers. Serve as the single point of contact for all user related questions, support issues, and requirements. Support users with password resets, security changes, and general questions.
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4. Work with GIS/Asset Management Specialist to migrate from Famis to Cityworks.
5. Administer facility access system (Aurora Keyscan). Oversee database maintenance. Perform periodic audits to maintain up-to-date, accurate and complete information. Provide user training and technical assistance. Perform troubleshooting. Coordinate with IT as necessary to resolve issues.

30% B. Oversee management of Facilities Operations programs.

1. Review and prioritize service requests. Create and assign work orders. Verify that work orders are set up correctly to include necessary asset and task selections, billing status, organizational/project codes, staff and equipment time, etc. Review completed work orders for accuracy and completeness.
2. Monitor scheduled and project activities to assure schedules are being met. If not, identify issues and recommend solutions.
3. Perform building audits to assess quality of work performed and identify opportunities for training and improvement. Communicate audit results with management and staff. Develop approaches to improving performance when necessary.
4. Coordinate the review and testing of various types of products (and review recommendations from subordinates).
5. Oversee paid leave usage. Administer annual vacation pick process; review and approve or reject subsequent time off requests. Monitor sick leave usage and request supporting documentation in compliance with City and Engineering Division policies. Document unexcused absences, tardiness and/or unauthorized absences without pay. Consult with supervisor as to appropriate action to be taken.
6. Monitor security camera systems in compliance with Engineering Division camera use policy. Bring issues/concerns to attention of DDM.
7. Develop and maintain systems to inform staff of the operational details, services, and logistics and to coordinate multiple activities. Establish procedures and communication methods for dealing with last minute changes and emergencies.

8. Perform work loading analyses to estimate staffing levels and costs for individual facilities. Use results of work loading analyses to develop and implement efficient and equitable task-based staff assignments.
9. Develop, administer and monitor SOPS for the Facilities Operations Section. Oversee and provide procedural information to customers. Clarify program policies and procedures. Coordinate and meet with others to assure customer satisfaction. Receive, review, and respond to customer complaints. Investigate and take necessary action to correct problem.

20% C. Perform personnel and administrative related activities for Facilities Operations Team.

1. Participate in hiring, promotional decisions and discipline of permanent and hourly staff as well as interns, trainees and youth apprentices. Perform and oversee onboarding, training, and evaluation of staff.
2. Develop, implement and oversee the implementation of work schedules/plans in accordance with established priorities. Monitor and maintain necessary staffing levels. Direct the cross-utilization of staff as necessitated by workloads and deadlines.
3. Review and approve timesheets for payroll processing. Verify that employee time is allocated to correct Munis org code and project.
4. Assign and track overtime.

10% D. Perform procurement and budget related activities

1. Oversee inventory and ordering of employee uniforms and consumable supplies. Establish reorder points and inventory procedures. Develop and oversee on-going maintenance of computerized inventory system.
2. Procure required services and administer contracts with external providers (e.g. pest control, software maintenance and support, window washing, etc.)
3. Effectively integrate data to facilitate cost analysis and productivity data reporting. Generate scheduled and ad hoc reports. Interpret data and make process change recommendations to increase program effectiveness and efficiency.
4. Perform work loading analyses to estimate staffing levels and costs for individual facilities.
5. Assist in annual operating budget preparation for Facilities Operations Section.
6. Develop and disseminate service level agreements and annual operating costs to customers; respond to questions.

5% E. Other related activities

1. Serve as liaison with Facilities Management Section.

13. Primary knowledge, skills and abilities required:

Knowledge, Skills and Abilities:

Thorough knowledge of methods, practices, materials, and equipment used in building operations and custodial work for diverse public facilities (eg MMB, Police and Fire Stations, Public Work facilities). Working knowledge of supervisory techniques and practices, including team building, workload allocation, staff scheduling, and equipment and supply allocation, in conjunction with events. Working knowledge of purchasing and inventory control procedures. Thorough knowledge of scheduling considerations related to facility operations. Knowledge of the hospitality industry with a key emphasis on customer service.

Knowledge of safety programs, practices, and procedures associated with custodial, event set-up/tear-down, security, and related types of activities. Ability to train, evaluate, and supervise staff, and monitor performance. Ability to project staff, equipment and supply needs and plan, coordinate and schedule accordingly. Ability to establish priorities, plan and coordinate multiple activities of a large and full service facilities operations section. Ability to establish effective working relationships and to communicate effectively and courteously with internal and external customers, vendors, staff, and the general public, both orally and in writing. Ability to effectively participate in the development and implementation of related standards, policies and procedures. Ability to read blueprints or layouts of a variety of events. Ability to manage contracts. Ability to prepare and monitor budgets. Ability to exercise considerable judgment and discretion. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Three years of related leadership experience in coordinating facility operation activities such as: the set-up/tear-down of events; coordination of custodial and security services; and/or performance of related activities. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

14. Special tools and equipment required:

Computer, phone, copier, scanner, 2-way radio. Software specific to position including but not limited to MS Office Suite (Word, Excel, Access, and Outlook), Munis, Kronos, Cityworks (including GIS), Famis, Sharepoint.

15. Required licenses and/or registration:

Valid WI Driver's License

16. Physical requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Must physically access all areas of a wide range of facilities in order to perform or inspect repair and maintenance work.

17. Supervision received (level and type):

Work is normally performed independently under the general supervision of a higher level supervisor.

18. Leadership Responsibilities:

This position: is responsible for supervisory activities (Supervisory Analysis Form attached).
 has no leadership responsibility.
 provides general leadership (please provide detail under Function Statement).

19. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.
- I have been provided with this description of my assignment by my supervisor.
- Other comments (see attached).

EMPLOYEE

DATE

20. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.
- I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).
- I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).
- Other comments (see attached).

SUPERVISOR

DATE

Instructions and additional forms are available from the Human Resources Dept., Room 261, Madison Municipal Bldg., calling 266-4615 or visiting cityofmadison.com/employeeenet/policies-procedures/position-descriptions.