

CLASS SPECIFICATION
Facilities Services Specialist

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under direction, oversees the day-to-day use and operation of City-owned properties and facilities; schedules and inspects the work of contract custodial, landscaping, maintenance and repair personnel; investigates and resolves tenant complaints and repair requests; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry-level class in the property management-related series. Typical duties include managing and operating a large tenant-occupied City-owned facility, managing the use of City-owned facilities by the public, and/or assisting with management of a Bureau's property inventory.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, schedules and coordinates the operations and maintenance of a large tenant-occupied facility; inspects the facility to ensure proper maintenance and upkeep; investigates tenant requests for maintenance and repairs and submits work order requests for necessary maintenance and repairs.
2. Secures bids and coordinates the work of contractors performing repairs on assigned facilities; inspects the work of contractors and City maintenance personnel to ensure compliance with standards and specifications.
3. Coordinates and inspects the work of custodial and/or landscape maintenance personnel to ensure compliance with City standards, contract provisions and public safety considerations.
4. Manages lease arrangements related to City owned property; ensures contract update provisions are calculated and implemented; coordinates with accounting on lease payment collections; assesses feasibility of lease changes and coordinates with related focus groups; addresses construction and maintenance issues related to leases; inspects assigned facilities to ensure tenant compliance with lease and rental agreement provisions.
5. Participates in the development and implementation of standards and guidelines for the maintenance, custodial care and landscaping of assigned properties and facilities; participates in the development of bid requests and specifications for custodial and/or landscaping services.
6. Manages and coordinates property signage; works with vendors, designers and other Bureaus to develop signage.

7. Investigates and resolves tenant and public complaints or questions concerning the maintenance, appearance and operation of the assigned properties and facilities.
8. Schedules and coordinates the use of City-owned facilities by community groups and the public; determines and collects fees for the use of City facilities; determines insurance requirements for events held in City-owned facilities; attends events to ensure compliance with rental agreements and City guidelines and rules for facility use.
9. Coordinates and attends meetings with community and neighborhood groups to discuss plans for property use and development.
10. Develops and implements marketing and promotional plans and materials to encourage community use of City facilities for social, educational and business-related events; meets with event planners, organizers and caterers to familiarize them with the facility and explain the City's guidelines and rules for facility use.
11. Coordinates and reviews the activities of the City's security contractors for assigned properties and facilities; develops recommendations for changes and improvements to security operations and procedures at assigned properties and facilities; plans, coordinates and oversees the City's employee identification badge program and facility access control system.
12. Participates in the development and implementation of emergency evacuation plans for assigned properties and facilities.
13. Assists with building and maintaining inventory data base of Bureau properties.
14. Participates in general property management-related process improvement discussions.
15. Initiates and manages a variety of property management projects addressing areas such as usage, revenue, and expenses; connects with planning, construction, maintenance and other bureau functions to plan and coordinate projects; coordinates with other Bureaus for join work efforts.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Property management principles, methods and practices.
2. Legal aspects of real estate leases and rental agreements.
3. Principles and practices of budget development and administration.
4. Safety regulations, safe work practices and safety equipment related to the work.
5. Codes, regulations and guidelines pertaining to the work.
6. Computer applications related to the work.

Ability to:

1. Plan, direct and coordinate a variety of functional specialties with overlapping work areas.

2. Prepare, administer and monitor a budget.
3. Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.
4. Develop and implement goals, objectives, policies, procedures, work standards and management controls.
5. Prepare clear and concise records, reports, correspondence and other written materials.
6. Exercise independent judgment and initiative within general policy guidelines.
7. Establish and maintain effective working relationships with those encountered in the course of the work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, or a closely related field; and at least three years of property management experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Revised: 01-17-07 Added duties to incorporate additional entry level property management related positions, with orientation towards an overall property management function, vs. management of individual properties.

June 2009 - Change Job Class number from 7715 to 30000712, due to system change.