

**Town of Natick  
Job Description**

<b>Position Title:</b>	Facilities Maintenance Manager	<b>Grade Level:</b>	3
<b>Department</b>	Facilities Management	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Director of Facility Management		

**Supervision Required:** The employee works under the Director of Facility Management.

**Supervisory Responsibility:** The employee is responsible for the supervision of the maintenance and custodial daily operations. ~~shop and the seven skilled and non skilled trades people.~~ Under the administrative direction of the Director of Facilities Management, the employee establishes department work plan and priorities, using established guidelines and procedures; ~~only unusual cases are referred to the supervisor seeking guidance and direction for issues that fall outside of normal daily operations. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions.~~ Reviews and checks of the employee's work are conducted through the work order system and observations in inspections in order to keep the supervisor aware of progress, and to insure that completed work, methods used are technically accurate, and that instructions are being followed. The employee performs varied and responsible functions requiring comprehensive knowledge of maintenance operations. Employee must exercise independent judgment in responding to inquiries, in dealing with the public, and in administering building maintenance functions.

**Accountability:** The employee is accountable for the operation of the maintenance and custodial department. The employee performs responsible technical, administrative and supervisory work in the planning, reviewing and scheduling of maintenance, repair and construction work of town and school facilities; performs all other related or similar work as required.

**Judgment:** The employee must show sound judgment in dealing with people and building systems performance. Errors could result in delay and confusion in the provision of service, personal injury, and significant damage to buildings/property, monetary loss, legal repercussions and adverse public relations for the Town.

**Complexity:** The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the essential functions performed. The employee must understand the workings of ~~highly complex~~ HVAC, plumbing and electrical systems and management strategies.

**Confidentiality:** The employee has regular access to confidential information of a department-wide basis such as official bid documents, personnel files as well as other information pertaining to the construction or repair of public building projects. The employee must treat personnel issues and public bid information with confidentiality.

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**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is reasonably quiet but can be noisy.

**Nature and Purpose of Contacts:** Position interacts with coworkers, public and external contacts. ~~More of than ordinary e~~Courtesy, tact, and diplomacy may be required to resolve complaints or interactions with uncooperative individuals. Employee makes frequent contact requiring perceptiveness with other town departments, local and state officials, boards, and committees, and outside contractors doing business with the Town; makes regular contact with the public requiring patience, tact, and discretion. Contacts are by telephone, correspondence, and in person. The reason for contact is often for acquiring and exchanging information pertaining to specific capital building projects.

**Occupational Risks:** Exposure to extreme temperatures, high voltage and heights are some of the occupational risks.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Supervise all maintenance and custodial staff in tandem with ~~building principals~~building principals or building managers. Responsible for the overall scheduling and planning of all maintenance and cleaning operations.
- Oversee all building structures and associated systems. Work with building maintenance, custodial and trades people with emphasis on system and component troubleshooting and problem resolution.
- Schedule overtime work as required in a fair and equitable manner. Schedule personnel substitutions to cover sick, vacation and extra work time. Create, review and approve all payroll and overtime reports. Compile and verify data for monthly reports.
- Tour buildings and meet with ~~sSenior cCustodian, \_and Pprincipals~~ or building managers to insure a safe and comfortable building environment.. Evaluateenvironment. Evaluate and recommend new products and equipment.

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- Working with Director of Facility Services, oversee contractors and other vendors during building projects to coordinate and insure accurate work performance. Utilize and monitor ~~in-house~~ work order and maintenance management systems.
- Working with Director of ~~F~~facility Services, screen potential candidates for hiring and make recommendations. Recruit personnel for temporary summer positions. Determine training needs and assist in providing training of personnel
- Provide coverage for Director of Facility Services in ~~his/her~~their absence.
- Provide coverage for Custodial Supervisor in ~~his/her~~their absence.
- Must hold valid Class D Driver's License
- Perform all other duties as assigned.

### **Recommended Minimum Qualifications:**

**Education and Experience:** Any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- ~~—~~ Bachelor's Degree in Engineering, Business Administration or related field; seven to ~~ten~~-(7-10) years progressively responsible experience in maintenance operations and supervisory work; an equivalent combination of education and experience is desirable.
- Must have worked at least six (6) years in the facilities maintenance or facilities management field.
- Requires a minimum of three (3) years in a supervisory role with associated budgets, scheduling, payroll and purchasing experience.
- Must have working knowledge of buildings with an emphasis on system and component troubleshooting and problem resolution.
- Experience with automated temperature control systems, HVAC, electrical, plumbing and general building systems.
- Experience with select specialized systems (rain water recycling and sterilization) condensing boilers, and chillers is a plus.
- Must have proficient computer skills.

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- Must possess excellent written and verbal communication skills.
- Must be able to professionally interact with all building occupants and staff.
- Must be available for afterhours calls and emergencies.

**Knowledge, Abilities and Skill**

Knowledge:

- In depth knowledge of energy management systems, HVAC, plumbing and electrical systems

Abilities:

- Ability to take verbal and written instruction
- Ability to read plans and schematics
- Ability to ~~use phone console, personal computer, including the Microsoft Office suite, copy machine, calculator, and fax machine~~ use current technology and have computer skills including Microsoft Office and computerized work order systems.
- Ability to use power tools, hand tools, meters, and other testing devices

Skill:

- Must have excellent interpersonal skills

**Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

**Physical Skills:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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- While performing the duties of this job, the employee is frequently required to move around buildings, climb ladders, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands or arms.
- The employee must occasionally lift and/or move up to ~~25~~40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Motor Skills:**

- Duties may involve close hand-eye coordination and physical dexterity.

**Visual Skills:**

- Ability to read, see, and differentiate between colors.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*