

Code: 2193

Title: SUPPORT SERVICES MANAGER

SUMMARY: Under general direction, manages and supervises the Operations Division of Facilities Management, which includes Telecommunications Services, Parking Garages, Contract Services and Central Plant Operations. Responsibility includes budget development and administration, contractor relations and extensive coordination with all supported and affected departments, agencies, facilities and activities.

DUTIES/RESPONSIBILITIES: (Work assignments may vary and will be communicated to the applicant or incumbent by the supervisor.)

Coordinate subordinate work-unit activities with supported facilities, functions or work-center supervisors to minimize disruption of activity;

Develop, administer and adjust activity budgets;

Document and direct appropriate fee-billing and collection for services or support provided to other work-units, departments, facilities, programs, County employees and the public;

Consult and coordinate with professional engineering staff on central plant and related facility support systems and operations to assure cost-effective support is provided;

Initiate and approve service and repair orders for equipment, facilities and supported systems;

Coordinate telecommunications systems maintenance, installation, trouble-shooting and repairs with vendors, Pima County Information Systems (IS), and affected departments, agencies and supported activities;

Coordinate contracted custodial services for assigned facilities and grounds with affected County departments, agencies, law enforcement and fire departments, Courts and related agencies;

Analyze maintenance and operations procedures and productivity of assigned activities;

Develop and direct implementation of improvements in maintenance, operations and productivity of assigned systems;

Evaluate contractor performance and report findings to management;

Participate in development of bids and Requests For Proposals (RFPs), contract provisions and related materials for contracted support, supplies and equipment;

Participate in evaluation of bids, RFPs, contractor-requested contract modifications and like processes;

Participate in development of specifications for contracts following legal guidelines;

Meet with contractors to discuss issues concerning contractual non-compliance and related problems;

Evaluate performance of subordinate supervisors and recommend needed personnel actions to Facilities Management Director as needed.

Coordinate or conduct training of assigned staff;

Assure essential documentation and record keeping is maintained for all assigned activities and provide periodic and special reports to management.

KNOWLEDGE AND SKILLS:

Knowledge of:

- codes, standards and requirements of county, state, federal or accreditation organizations related to areas of responsibility;
- processes, procedures and equipment utilized by work-units related to area of assignment or specialization;
- contracting principles and practices;
- principles of supervision, training and evaluation of employees;
- development and administration of activity and facility budgets.

Skill in:

- evaluating processes, procedures and equipment used in assigned work-units for potential improvements;
- supervising, evaluating and training subordinates;
- evaluating contractor and vendor performance and negotiating with vendors and service providers to improve or remedy services or products provided;
- communicating effectively;
- using personal computer for word-processing, databases, spread sheets and electronic mail;
- developing and administering activity and facility operations and maintenance budgets;

MINIMUM QUALIFICATIONS:

(1) Six years of experience in one or more areas of supervising, coordinating or directing provision of either telecommunications systems, parking facility operations, contract services or central plant operations and systems, and two years of supervisory experience in the same operational areas. (Supervisory experience may be concurrent with general experience.)

OR:

(2) A bachelor's degree from an accredited college or university with a major in business, public administration or engineering and two years of supervisory or administrative experience in either the operation of telecommunications systems, contract services, parking facilities or central plant operations.

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions may require possession of a valid Arizona Drivers License with appropriate endorsement(s).

Special Notice Items: Due to need for access to courts, law enforcement, detention or correctional facilities, some positions in this classification may require satisfactory completion of a personal background investigation by law enforcement agencies. Some positions may carry the risk of exposure to infectious diseases, blood-borne pathogens, asbestos or wastewater products, therefore special medical screening prior to or during employment may be necessary to assure employee health and safety.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.