CS-214
REV 8/2007

1. Position Code
FACSUPV5A02N

State of Michigan
Civil Service Commission
Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Federal privacy laws and/or state confidentiality requirements protect a portion of this information.

POSITION DESCRIPTION

This form is to be completed by the person that occupies the position being described and reviewed by the supervisor and appointing authority to ensure its accuracy. It is important that each of the parties sign and date the form. If the position is vacant, the supervisor and appointing authority should complete the form.

2. Employee's Name (Last, First, M.I.)	**8. Department/Agency** Technology, Management & Budget
3. Employee Identification Number	**9. Bureau (Institution, Board, or Commission)** State Facilities Administration
4. Civil Service Classification of Position Facilities Supervisor 14	**10. Division** Building Operations
5. Working Title of Position (What the agency titles the position) Facilities Supervisor	**11. Section** Capitol Region
6. Name and Classification of Direct Supervisor Doug Church, State Administrative Manager 15	**12. Unit** Zone 2
7. Name of Next Level Supervisor Jamie Uphaus, State Division Administrator 17	**13. Work Location (City and Address)/Hours of Work** Deborah A Stabenow Building 525 Allegan St. Lansing, MI 8:00 A.M. - 5:00 P.M.

14. General Summary of Function/Purpose of Position

Responsible for the provision of customer service and managing facility maintenance, repair, and operations for a cluster of buildings, known as a zone. Reviews and interprets goals and objectives of the work area to resolve problems, make recommendations for changes in instructions and/or guidelines. Directs staff and/or directly participates in matters relating to budgetary issues for a zone such as strategic planning, contractual services, service level agreements, inter-accounting procedures, renovations of space, acquisitions of additional space and planned/emergency infrastructure repairs as needed. Serves as a liaison to building occupants and supervises this work by others, identifying and resolving current and potential customer service issues, working with all parties to reach a solution that is satisfactory to the customer. Directs staff in, and uses, all policies, procedures and accepted professional facility management practices to maintain the value of State of Michigan facilities.

For Civil Service Use Only

15. Please describe your assigned duties, percent of time spent performing each duty, and explain what is done to complete each duty.

Duty 1

General Summary of Duty 1 **% of Time** **40**

Provide excellent service to internal and external customers

Individual tasks related to the duty.

- Communicate effectively and appropriately with customers, agencies, and staff throughout DTMB.
- Maintain solid partnerships across DTMB to provide seamless service to customers.
- Address and resolve a variety of issues and problems.
- Prioritize technical maintenance needs and develop a schedule to meet those needs.
- Plan, organize, and coach direct report(s) in daily activities.
- Perform informal follow-up surveys with customers.
- Continually evaluates performance of building operations staff through direct contact with customers.
- Direct staff in the professional methods used to serve as liaisons to tenant agencies to fulfill the agencies short/long term goals and objectives.
- Recommend, direct, and enforce management policies and service level agreements to ensure harmonious customer and employee relations.
- Participate in the inception and review of facility maintenance, service, and lease contracts, directing others in the professional methods used to monitor service providers to ensure that customer service goals are met.
- Plan, organize, direct and control work activity in the zone as prescribed by professional standards, recommend and revise work procedures to meet customer needs.
- Actively participate in accepted facility/property management practices in providing regular inspections for, and correction of, deficiencies effecting customers within a zone.
- Perform related work as assigned

Duty 2

General Summary of Duty 2 **% of Time** **25**

Direct subordinates in the operation, maintenance, and renovation of zone functions.

Individual tasks related to the duty.

- Select and assign staff.
- Coordinate activities by scheduling work assignments, setting priorities, and directing work of subordinate employees.
- Evaluate and verify employee performance through review of completed work assignments, work techniques, and performance evaluations.
- Work closely with the Health and Safety unit to ensure training programs meet OSHA, MIOSHA, and Life Safety requirements.
- Ensure proper labor relations and conditions of employment are maintained.
- Establish program policies, procedures, and guidelines.
- Direct and participate in the establishment, administration, and evaluation of programs or services.
- Coordinate with building trades supervisors and facilities supervisors to ensure work policies are carried out in a consistent manner across all functions of the zone.
- Ensure subordinates are using CMMS in a consistent manner with the entire division.

Duty 3

General Summary of Duty 3 **% of Time** **10**

Maintain zone operations in compliance with all health and safety and building codes/standards.

Individual tasks related to the duty.

- Monitor energy management, life safety, and building automation systems.
- Initiate required corrective action as necessary.
- Direct the construction, alteration, repair, and maintenance of assigned facilities.
- Inspect in-house and contracted work projects for conformance with job specifications, applicable building codes, and standards.
- Perform internal and external building inspections including grounds and ensure all aspects are clean and in proper working order.
- Participate in project planning meetings and provide input for specification plans and scheduling.
- Develop alternative strategies to address and resolve issues and problems that may occur during normal operations.
- Consult with local, state, and federal governments and other interested parties regarding program standards.
- Ensure predictive maintenance and corrective maintenance are completed with proper time allowances.

Duty 4

General Summary of Duty 4 **% of Time** **10**

Ensure fiscal responsibility for zone operating and construction expenses.

Individual tasks related to the duty.

- Review utility history trends and make recommendations for input.
- Review zone operating expenses.
- Justify variances and make recommendations for improvements.
- Estimate internal renovation costs and manage projects to meet budget.

Duty 5

General Summary of Duty 5 **% of Time** **5**

Ability to proficiently operate and use several software systems, including reporting features, to ensure building environments are maintained and tenant complaints are minimized.

Individual tasks related to the duty.

- CMMS
- Microsoft Platform
- Energy Management System
- Centralized Meetering System
- Volo View
- MSDS
- Elevator System

Duty 6

General Summary of Duty 6 **% of Time** **5**

Construction project oversight in assigned zone.

Individual tasks related to the duty.

Act as:

- Primary point of contact for any Building Operations portion in construction coordination with the Design & Construction Division, i.e. project partnering, communication, tenant coordination, etc.
- Project manager designate for all construction, remodel or reconfiguration projects done by any Building Operations staff. These responsibilities include communication, decision making, scheduling, coordination, and successful completion of all such projects.

Duty 7

General Summary of Duty 7 **% of Time 5**

Perform duties as the Competent Person in fall protection in assigned zone.

Individual tasks related to the duty.

- Provide fall protection training to staff, through the Authorized Person level.
- Be present when fall protection is in use.
- Inspect fall protection systems annually.
- To ensure safety and compliance with regulations, halt work when fall protection is not being used or is improperly used by employees and/or contractors.

16. Describe the types of decisions you make independently in your position and tell who and/or what is affected by those decisions. Use additional sheets, if necessary.

Independent decisions and personal initiative necessary to determine how work assignments can be most efficiently completed. Decisions relating to emergency repairs of major building systems which affect services or work areas of building tenants and the general public.

17. Describe the types of decisions that require your supervisor's review.

Decisions requiring departure from established policies or guidelines. Decisions that could be perceived as setting or altering Office or DTMB policy. Decisions regarding major funding issues. Decisions when emergency repairs or other work may cause building closure or affect the tenant's ability to accomplish their mission.

18. What kind of physical effort do you use in your position? What environmental conditions are you physically exposed to in your position? Indicate the amount of time and intensity of each activity and condition. Refer to instructions on page 2.

Work responsibilities expose this position to:

- high-pressure steam lines, machinery, primary voltage distribution systems, roofs, water, louvers, cooling tower elevations, and high speed rotating machinery.
- possible exposure to chemicals and hazardous materials.
- exposure to confined spaces, heights and extremem temperatures,
- standing, walking, lifting, and bending.
- prolonged periods of sitting at a computer terminal. Ability to make field reviews of various worksites.

19. List the classification titles of classified employees whom this position will immediately supervise or oversee on a full-time, on-going basis.

NAME	CLASS TITLE	NAME	CLASS TITLE
Julia Menser	Bldg. Trades Supvr.- 12		

20. My responsibility for the above-listed employees includes the following (check as many as apply):

X Complete and sign service ratings.	**X Assign work.**
X Provide formal written counseling.	**X Approve work.**
X Approve leave requests.	**X Review work.**
X Approve time and attendance.	**X Provide guidance on work methods.**
X Orally reprimand.	**X Train employees in the work.**

21. *I certify that the above answers are my own and are accurate and complete*.

Signature **Date**

NOTE: Make a copy of this form for your records.

TO BE COMPLETED BY DIRECT SUPERVISOR

22. Do you agree with the responses from the employee for Items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential duties of this position?

Provide management and leadership for subordinates in the operation, maintenance and renovation of zone functions. To hold staff accountable for achieving solid, positive results and providing excellent customer service. Speak freely and openly with staff in a constructive manner.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

N/A

25. What is the function of the work area and how does this position fit into that function?

Provide management and leadership to subordinates. Responsible for managing all building operation aspects in relation to the maintenance, repair, operation, budget, customer service, quality assurance and human resources in a consistent and effective manner. Must be able to work with management to achieve desired outcomes and organizational accountability.

26. In your opinion, what are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Education level typically acquired through completion of high school.

EXPERIENCE:

Three years of experience equivalent to a Domestic Service Supervisor 11 in a custodial occupation, Facilities Supervisor 11, Physical Plant supervisor 12, or an 11-level supervisor in a labor and trades occupation performing building maintenance; or, two years equivalent to a Facilities Supervisor 12.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of management tools, practices, building operating systems, maintenance practices, and utilitie, employee relations principles and the ability to lead, instruct, direct and evaluate employees.

Ability to analyze and assess operations and programs and to organize and coordinate the work of others, to communicate effectively, and maintain positive employee and customer relations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Completion of a master's level Certificate in Facilities Management or other recognized programs such as those offered by BOMA in Facilities/Property Management, although not required, are highly desirable.

Training to the Competent Person level in fall protection will be required of this position.

NOTE: *Civil Service approval of this position does not constitute agreement with or acceptance of the desirable qualifications for this position.*

27. ***I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.***

Supervisor's Signature **Date**

TO BE FILLED OUT BY APPOINTING AUTHORITY

28. Indicate any exceptions or additions to the statements of the employee(s) or supervisor.

N/A

29. ***I certify that the entries on these pages are accurate and complete.***

Appointing Authority's Signature **Date**