

## CONTRA COSTA COUNTY OFFICE OF EDUCATION

### **CLASS TITLE: MAINTENANCE & OPERATIONS SPECIALIST**

**RANGE: 22**

#### **BASIC FUNCTION:**

Under the direction of an assigned Director, perform a variety of responsible administrative support duties in assigned functions in the area of Facilities, Maintenance & Operations such as plan and design office space; coordinate moves and relocations of office/classroom spaces; serve as liaison between contractors, supervisors, and maintenance workers; plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator; and prepare and maintain a variety of records and reports related to assigned activities.

#### **DISTINGUISHING CHARACTERISTICS:**

The Maintenance & Operations Specialist provides responsible administrative, clerical, and operational support services directly to the Director of General Services and the Maintenance & Operations Manager. Maintenance & Operations Specialist incumbents perform varied and responsible duties requiring thorough knowledge and understanding of organizational operations, operational functions of the Agency's facilities, and office space planning and design.

#### **REPRESENTATIVE DUTIES:**

##### **ESSENTIAL DUTIES:**

Office Space Planning and Design including project design to address the needs of the office, budget, and function; measures space for accurate dimensions; use of Visio Program to draw sketches for space planning; maintains the part list; processes PO's, coordinates installation, coordinates clearance with the Sheriff's Office in the detention facilities; schedules work with contractors for electrical work, painting and patching; coordinates Fixed Asset Forms; coordinates and oversees work with Maintenance Worker for installation; and prepares punch item list and invoices.

Perform a variety of responsible administrative, clerical and operational support services to relieve the administrator of administrative and clerical detail; plan, coordinate and organize office activities and coordinate flow of communications and information; assure smooth and efficient office operations; assure related functions comply with established laws, rules, regulations, policies and procedures.

Serve as administrative support to the assigned administrator; perform public relations and communication services for the administrator; receive, screen and route telephone calls; take, retrieve and relay messages as needed; schedule and arrange appointments, conferences and other events.

Assign work orders for maintenance repairs to facilities staff; schedules contractor(s) when needed; serve as liaison between supervisor and maintenance worker; and processes payments.

Operate security system, create entrance cards for employees and authorized personnel, and prints reports as needed.

Schedule all on and off site substitutes for Custodians and Facility Workers. Arranges department

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coverage in absence of permanent staff.

Plan, organize, coordinates and/or assist in classroom/office relocations reconfigurations.

Receive visitors, including administrators, staff, parents and the public; provide information or direct to appropriate personnel; exercise independent judgment in resolving a variety of issues; refers difficult issues to the administrator as needed; provide technical information and assistance related to program or operations and related laws, rules, regulations, policies and procedures.

Compile information, prepare and maintain a variety of records, logs and reports related to programs, staff, projects and assigned duties; establishes and maintains filing systems; revise, verify, proofread and edit a variety of documents.

Input a variety of data into an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets, manipulate data and generate various computerized lists and reports as requested; assure accuracy of input and output data.

Compose, independently or from oral instructions, note or rough draft, a variety of materials such as inter-office communications, forms, letters, memoranda, bulletins, agenda items, labels, fliers, requisitions, handbooks, newsletters, brochures, certificates, contracts and other materials; format materials to meet program and office needs.

Research, compile and verify a variety of data and information; compute statistical information for various federal, State and local reports as necessary; identify and resolve a variety of financial and statistical discrepancies; assure mandated reports are completed and submitted to appropriate agency according to established time lines.

Distribute, collect, process and evaluate a variety of forms and applications related to assigned functions; duplicate and distribute materials as needed; assist with the preparation, processing and maintenance of grant information, records and related materials as assigned.

Coordinate, schedule and attend a variety of meetings, work shops and special events; prepare and send out notices of meetings; compile and prepare agenda items and other required information for meetings, workshops and other events; set up equipment and supplies for meetings and other events as needed; take, transcribe and distribute minutes as directed.

Perform a variety of clerical accounting duties as assigned; monitor funds for income and expenditures; calculate, prepare and revise accounting and budgetary data; assist with budget development and preparation; maintain financial and statistical records and files.

Perform special projects and prepare various forms and reports on behalf of the assigned administrator; attend to administrative details on special matters as assigned.

Communicate with personnel and various outside agencies to exchange information, request and provide materials, coordinate activities and resolve issues or concerns.

Operate a variety of office equipment including a calculator, copier, fax machine, typewriter, computer and assigned software; arrange for equipment repairs as needed.

Receive, open, sort, screen and distribute incoming mail; compose replies independently or from oral direction; prepare and distribute informational packets and bulk mailings.

Maintain appointment and activity schedules and calendars; coordinate travel arrangements and hotel reservations as necessary; process reimbursement claims; reserve facilities and equipment for meetings and other events as needed.

Monitor inventory levels of office and designated supplies; order, receive and maintain appropriate levels of inventory as required; prepare, process and code purchase orders and invoices as assigned; arrange for billings and payments as directed.

**OTHER DUTIES:**

Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Office Space Planning and Design  
Visio Software Program  
Work Order Systems/Data Bases  
Work Schedule Coordination and Staffing  
Organizational operations, policies and objectives  
Policies and objectives of assigned programs and activities  
Applicable laws, codes, regulations, policies and procedures  
Record-keeping and filing techniques  
Business letter and report writing, editing and proofreading  
Telephone techniques and etiquette  
Methods, procedures and terminology used in clerical accounting work.  
Modern office practices, procedures and equipment  
Correct English usage, grammar, spelling, punctuation and vocabulary  
Interpersonal skills using tact, patience and courtesy  
Operation of a computer and assigned software  
Oral and written communication skills  
Record retrieval and storage systems  
Basic public relations techniques  
Mathematic calculations

**ABILITY TO:**

Perform a variety of responsible and complex administrative, clerical and operational support duties  
Plan, organize, coordinate and arrange miscellaneous projects simultaneously  
Plan, coordinate and organize office activities and coordinate flow of communications and information for the administrator  
Assure smooth and efficient office operations  
Interpret, apply and explain laws, codes, rules, regulations, policies and procedures  
Compile and prepare comprehensive reports concerning a broad spectrum of subject matter  
Compose effective correspondence independently  
Perform a variety of clerical accounting duties in support of assigned department or program  
Answer telephones and greet the public courteously  
Complete work with many interruptions  
Maintain a variety of records, logs and files  
Utilize a computer to input data, maintain automated records and generate computerized reports  
Establish and maintain cooperative and effective working relationships with others  
Meet schedules and time lines  
Work independently with little direction

Communicate effectively both orally and in writing  
Determine appropriate action within clearly defined guidelines  
Add, subtract, multiply and divide with speed and accuracy

**EDUCATION AND EXPERIENCE:**

Any combination equivalent to: graduation from high school supplemented by college level course work in secretarial science or related field or five years of clerical or administrative support experience involving frequent public contact, and three years of increasingly responsible experience in the field of facilities, maintenance and operations, preferred.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Office environment.  
Constant interruptions.

**PHYSICAL DEMANDS:**

Hearing and speaking to exchange information in person or on the telephone.  
Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Sitting or standing for extended periods of time.  
Bending the waist, kneeling or crouching to file and retrieve materials.