



SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT

***Facilities Planning, Maintenance &
Operations***

Employee Handbook

For non-represented employees and employees represented by CSEA & AFSCME



College of San Mateo



Table of Contents

	Page
I. INTRODUCTION	
Letter from the Vice Chancellor.....	1
Employee Handbook	
Purpose.....	2
Welcome to the San Mateo County Community College District	
About the District.....	3
About Cañada College.....	5
About College of San Mateo.....	6
About Skyline College.....	7
About the District Office.....	8
Welcome to Facilities Planning, Maintenance & Operations	
Mission Statement.....	11
Vision.....	11
Key Facilities Facts.....	11
Facilities Services.....	12
Major New Initiatives.....	17
II. FACILITIES PLANNING, MAINTENANCE & OPERATIONS GUIDELINES	
Important Actions for New Employees	
New Employee Orientation.....	18
Performance Standards	
Be Well-Informed.....	19
Report Circumstances that Affect Satisfactory Work Performance.....	19
Facilities Employee Code of Conduct and Standard Practices.....	19
Appearance & Professionalism	23
Incentive Program	24
III. IMPORTANT INFORMATION	
Bargaining Units, Contract Information.....	26
Work Schedule and Compensation – Full Time Employees.....	26
Email Accounts.....	27
Use of District Vehicles & Equipment.....	28
Outside Employment.....	29
Safety.....	29
Customer Service.....	29
IV. RESOURCES & PUBLICATIONS	
District Rules & Regulations.....	30
AFSCME Contract.....	30
CSEA Contract.....	30
Engineering Standard of Care & Maintenance Expectations.....	30
Grounds Standard of Care & Maintenance Expectations.....	30
Custodial Standard of Care & Maintenance Expectations.....	30

V. APPENDIX

ORGANIZATIONAL CHARTS

District Facilities and Public Safety Organizational Chart

CONTACT LISTS

Facilities Department Contact List

JOB DESCRIPTIONS

Custodian
Lead Custodian
Groundskeeper
Lead Groundskeeper
Utility Engineer
Maintenance Engineer
Senior Maintenance Engineer
Chief Engineer
Campus Facilities Operations Technician
Supervisor of Custodial Operations
Facilities Manager
Facilities Public Safety Business Manager
Facilities Public Safety Executive Assistant
Energy and Sustainability Manager
Utility and Sustainability Specialist
Facilities Systems Manager
Administrative Assistant
Project Coordinator I
Project Coordinator II
Project Manager I
Project Manager II
Document Management Specialist
Capital Projects Analyst
Construction Procurement, Risk and Contracts Manager
Director of Capital Projects

SAMPLE FORMS

Request for Time Off Form
Safety Reporting Form
AFSCME Complaint Form

PROCEDURES

Motorized Equipment Operational Guidelines
Use of Personal Protective Equipment
Customer Service

I. Introduction

Letter from the Vice Chancellor

To Our New & Continuing Employees:

Welcome to Facilities Planning, Maintenance & Operations at the San Mateo County Community College District. You are joining an institution of higher education with a great tradition of achievement. The three colleges of our District – Cañada College, College of San Mateo, and Skyline College – serve more than 26,000 students and offer the first two years of instruction in a wide variety of transfer programs as well as more than 90 vocational-technical programs. Students can earn either Associate in Arts or Science degrees or receive Certificates of Proficiency in their chosen fields. The University Center at Cañada College partners with other colleges and universities to offer baccalaureate and masters degrees. Some of our students are not interested in attaining a degree or certificate; they take classes simply to enhance their knowledge in a specific field of study.

The Facilities Planning, Maintenance & Operations Department plays a critical role in support of the educational mission of our Colleges. We ensure a safe, effective, and inspiring physical environment that supports and enhances the educational mission of the Colleges. We do this by providing professional, responsive, and quality facilities planning, construction, and maintenance services.

More than ever before, continuing our tradition of *Facilities Excellence* depends on your contribution as an important member of the Facilities team. This Handbook provides you with or guides you toward information and resources to make your job easier and more satisfying. We hope that you have a successful career at the San Mateo County Community College District and that your contribution helps us maintain our leadership into the 21st century.

José D. Nuñez, LEED AP, DBIA
Vice Chancellor
Facilities Planning, Maintenance & Operations

Employee Handbook

PURPOSE

This material is a resource guide for new and continuing employees in the Facilities Planning, Maintenance & Operations (FPO) Department. Our Department provides critical services in support of the educational mission of the District. Every Facilities employee is important in this effort, and it is with the vision of ***Facilities Excellence*** in mind that this Employee Handbook is provided, so we can perform our daily tasks with a foundation of knowledge about what we do, how we do it, and why it is so important to our District. Specifically, this Employee Handbook provides you with:

- General information about the District
- Information about the Facilities Planning, Maintenance & Operations Department
- Expectations of Facilities Department team members
- A checklist of important actions for new employees
- A list of documents and internet addresses for important information about District policies, services, and publications.



This employee handbook does not supersede any contracts, rules & regulations, policies & procedures, criminal or civil law.

For further information, please ask your supervisor.

Welcome to the San Mateo County Community College District

About the District

The San Mateo County Community College District is one of the 72 community college districts in California. Our District operates three of the 112 community colleges within the California Community College System: Cañada College, College of San Mateo & Skyline College.

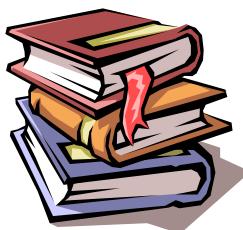
Although the boundaries of the San Mateo County Community College District are the same as those of the County, the District Board of Trustees is independent of County government. The San Mateo County Community College District is governed by a six member Board of Trustees, five elected at-large by County voters for four-year terms and one elected by students for a one-year term.

The Board generally holds public meetings at 6:00 p.m. on the second and fourth Wednesdays of each month at the District's headquarters, 3401 CSM Drive, San Mateo, California. Agendas for the meetings are posted several days in advance of the meeting or may be reviewed online or requested by phoning (650) 574-6560.

The three colleges of our District serve more than 26,000 students and offer the first two years of instruction in a wide variety of transfer programs as well as more than 90 vocational-technical programs. Students can earn either Associate in Arts or Science degrees or receive Certificates of Proficiency in their chosen fields. The University Center at Cañada College partners with other colleges and universities to offer baccalaureate and master's degrees. Some of our students are not interested in attaining a degree or certificate; they take classes simply to enhance their knowledge in a specific field of study.



The academic and vocational programs offered by the colleges are designed to meet the educational needs of the community. The colleges offer:



- Quality transfer programs
- More than 90 vocational degree and certificate programs
- Upgrade training for working professionals
- Developmental education to prepare students for college studies
- Concurrent Enrollment

The District operates [KCSM](#). KCSM-TV is a public broadcasting station that offers a variety of televised courses for credit each semester, as well as interesting and educational public television broadcasts; KCSM also operates a jazz format radio station at 91.1 on the FM dial.

Noncredit, short courses are offered for a fee through the Community Education Program. [Community Education](#) brings complete training programs on-site to companies throughout the Bay Area by customizing training programs to fit specific requirements, working with groups to obtain available funds, and delivering training when and where the workforce is available.

The [Centers for Teaching and Learning](#) is a resource for all faculty and staff who would like to attend free classes in technology. There is a lab at every college with several computers, scanners, printers, laptops, digital cameras and a CTL coordinator to answer questions.

The [San Mateo County Community Colleges Foundation](#) is a nonprofit organization of 27 community leaders devoted to raising funds for scholarships, libraries, and other projects at the three colleges of the San Mateo County Community College District.

The total of all funds managed annually by the District is approximately \$244 million; the unrestricted general fund (or operating budget) totals approximately \$130 million. The greatest expenditure in the operating budget is devoted to faculty and staff salaries and benefits, with more than 89% of the budget allocated to these items.



Cañada College, opened in 1968, is located in the western part of Redwood City and services the southern portion of San Mateo County - Redwood City, San Carlos, Menlo Park, Atherton, East Palo Alto, La Honda, Portola Valley and Woodside. Students residing anywhere within or outside of San Mateo County may enroll at Cañada.

The 131-acre main campus overlooks Silicon Valley at the southern end of San Mateo County, and is easily accessible from Interstate 280. Its beautiful views of the western hills and warm climate provide a friendly and casual atmosphere for teaching and learning.



Cañada College awards the Associate in Arts and Associate in Science Degrees and Occupational Certificates through traditional semester courses, accelerated and intensive formats, distance education, or a combination of all three. Cañada's courses are also available at the Menlo Park/OICW Center at 1200 O'Brien, Menlo Park.

Cañada College has its University Center program: four-year colleges and universities partner with Cañada to provide students the opportunity to achieve baccalaureate and master's degrees.

College of San Mateo

College of San Mateo

College of San Mateo, the first community college in San Mateo County, started with just 35 students when it first opened its doors at the Baldwin campus in downtown San Mateo in 1922. Then a new campus opened in 1939 at Coyote Point. CSM is an open-access, student focused, teaching and learning institution, which serves the diverse educational, economic, social and cultural needs of the community. Students residing anywhere within or outside of San Mateo County may enroll at CSM.

In 1963, the College relocated to its current location.

Perched high atop the hills in west San Mateo, College of San Mateo's 153-acre campus provides a commanding view of San Francisco Bay and the surrounding community. Its temperate climate and beautiful architecture provide students, faculty and staff an excellent environment for teaching and learning.

Inside the walls of CSM's classrooms is a different but equally engaging picture—for it is here students from varied backgrounds and all walks of life come together seeking an education for the 21st century. By offering comprehensive, quality programs and services, College of San Mateo educates students to participate successfully in a changing world.





Skyline College opened in 1969 and serves primarily the northern portion of San Mateo County, which includes South San Francisco Unified and Jefferson Union High School Districts and Cappuccino High School of the San Mateo Union High School District. Students residing anywhere within or outside of San Mateo County may enroll at Skyline College.

The 111-acre site, just west of Skyline Boulevard in San Bruno, is conveniently available to residents of South San Francisco, Daly City, San Bruno, Pacifica, and other North County communities. Its proximity to the Pacific Ocean creates a stunning environment for teaching and learning, with views of the ocean and fresh coastal breezes.



Skyline College offers many cultural, educational, and vocational opportunities for students of all ages. Many Skyline graduates transfer to the numerous colleges and universities in the area. The needs of these students who transfer to upper-Department work are carefully provided for in the curriculum. Other Skyline College students, having achieved the Associate in Arts (A.A.) or Associate in Science (A.S.) degree or a vocational certificate, find either employment or advancement in business and industry. Skyline's courses are also available at the Bay Area Entrepreneur Center (BAEC) at 458 San Mateo Avenue, San Bruno, CA.

The District Office



The District Office provides centralized services to our three colleges. These services include:

- Chancellor's Office
- Education Services & Planning
- Human Resources
- Financial Services
- Budget Office
- Payroll
- Accounting
 - Accounts Payable
 - Accounts Receivable
- Auxiliary Services & Enterprise Operations
 - Bookstore
 - Food Service
 - Fitness Centers
 - Copy & Post
 - Facilities Rentals
- General Services
 - Purchasing
 - Mail Service
- Information Technology Services
- Facilities Planning, Maintenance & Operations / Public Safety

The *Chancellor* is responsible for overall management of the District. The Chancellor ensures that the guiding principles and directives of the Board of Trustees are executed. The College Presidents report to the Chancellor.

The *Education Services & Planning* provides overall coordination in the planning, development and implementation of the instructional and student support programs of the District including the areas of research, accreditation, strategic planning, workforce and economic development, and educational technology. The Vice Chancellor also acts as a liaison between the district and the colleges in matters relating to educational services and accreditation and chairs or co-chairs the Educational Services Council, the District Strategic Planning Taskforce, the District Shared Governance Council, the Enrollment Services Committee, the District Research Council, the District Instructional Technology Committee, the District Decision Support Services & Work Advisory Group, among others.

The *Office of Human Resources* is responsible for a wide variety of applicant, employee and retiree services for Cañada College, College of San Mateo, Skyline College and the District Office.

The *Payroll Department* processes a vast amount of information on a monthly basis in order to issue paychecks to salaried and hourly employees district wide.

The *Accounting Department* is responsible for all matters involving payables and receivables.

The *Auxiliary Services & Enterprise Operations* unifies all of the District's enterprise services into one organization. Reporting to the Vice Chancellor of Auxiliary Services & Enterprise Operations, the

organization includes the bookstores, dining and banquet services, campus vending, rental operations in the college dining halls and the San Mateo Athletic Club located on the Campus College of San Mateo. All of the District enterprises are self-sustaining. Income generated covers the total salaries and all operational expenses generated by these operations. Financial surpluses are reinvested in the enterprises to continue enhancing the services offered and maintaining the facilities themselves. Additionally, Auxiliary services helps to offset other expenses in the District through salary and service support and supports scholarships, student life and other campus with over \$100,000 in direct financial and in-kind support. General fund dollars are not used to subsidize District enterprise operations

The role of the *General Services* department is to serve the colleges on matters involving purchasing, independent contracts, vendor service contracts, and mail service. Following established procedures, the staff of the General Services department assists in the purchasing process from the beginning with needs assessment to the end of the process with surplus processing. Accordingly, the General Services Department

- helps the college departments obtain quotes,
- releases and analyzes Requests for Proposal (RFP), bids, Request for Qualification (RFQ), and Request for Information (RFI),
- works with college and District Departments to establish equipment standards,
- solicits vendors to work with the colleges,
- provides counsel on legal matters involving State Education Code regulations,
- performs cost benefit analysis on purchasing, and
- Reports to the Board of Trustees on purchasing matters.

The General Services Department maintains web sites <http://www.smccd.edu/corp/> and <http://www.smccd.edu/accounts/smccd/departments/generalservices/> to help attract vendors and to make purchasing processes clearer and easier for the colleges, with the hope that these sites reduce the amount of time the colleges need to spend on purchasing matters. Their goal is to increase competition, decrease pricing, while increasing quality and service to their college constituencies.

The *Budget Office* is responsible for coordinating the development of the District's annual budget. Budget Office staff work closely with the District Committee on Budget & Finance, which is a subcommittee of the District Shared Governance Committee. The Committee is composed of faculty, classified staff, administrators and students from each campus. The Committee reviews state and local budget information and assists with the development of District's annual income assumptions and expenditure estimates, as well as reviews budget policy, goals, guidelines, and allocations.

The activities of the Budget Office begin in the fall with the development of a budget and planning calendar and preliminary estimates of income and expenditures for the upcoming year. Following the announcement of the Governor's Budget Proposal in January, preliminary site allocations are developed, and the technical aspects of the budget process commences. The Board of Trustees approves the Tentative Budget at its last meeting in June, which authorizes expenditures in the new fiscal year. The Final Budget is approved by the Board of Trustees at its first meeting in September, usually following adoption of the State budget and closure of the District's books for the preceding fiscal year.

Information *Technology Services* (ITS) provides technical support to computer and telephone users, in addition to managing the design, construction and maintenance of the equipment and cabling that constitutes the computer and telephone networks. ITS assists the colleges in their instructional mission by

ensuring that appropriate, modern technology is available in classrooms, and providing training to faculty and staff in using that technology.

The *Facilities Planning, Maintenance & Operations* Department provides operational and maintenance support to College and District Office facilities users. The Facilities team's mantra of "Facilities Excellence" is centered on teamwork and providing first-rate quality, professional and responsive engineering, custodial, grounds, and facilities planning services to the campus community as well as the visitors to the District. The Mission of the Facilities Planning, Maintenance & Operations Department is to ensure a safe, effective, and inspiring physical environment that supports and enhances the instructional mission of the San Mateo County Community College District. The department is also responsible for planning and implementing construction and renovation projects. Members of this department work very closely with the Colleges' administrations, the Chancellor and Board of Trustees, as well as the State Chancellor's Office, to ensure that construction projects are in alignment with the overall instructional mission, State facilities guidelines, and the strategic direction of the District in serving its community. The Facilities Planning, Maintenance & Operations Department also includes the Public Safety Department. The department is committed to providing a safe and secure environment for students, faculty, staff and community members that supports and enhances the educational mission of the colleges.

Welcome to Facilities Planning, Maintenance & Operations

MISSION

The mission of the Facilities Planning, Maintenance & Operations Department is to ensure a safe, effective and inspiring physical environment that supports and enhances the educational mission of the San Mateo County Community College District. We do this by providing professional, responsive and quality facilities planning, construction and maintenance services.

VISION

Our vision is ***Facilities Excellence***. Our mantra is:

- Customer Service
- Professionalism
- Teamwork
- Communication

What makes Facilities operate successfully? Our Employees.

We recognize our employees are the most important resource we have and our goal is to raise the bar for our employees by bringing out the best in everyone.

KEY FACILITIES FACTS

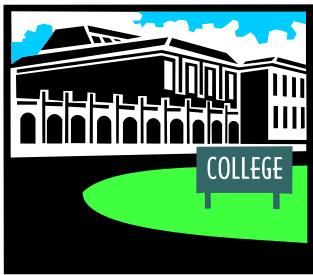
To put into perspective the magnitude of the service we provide, here are just a few facts about the District's physical environment for which our Facilities Department is responsible:

Exterior Environment

- 3 campuses totaling 416 acres
- 65 parking lots, 8,280 parking spaces
- 7.6 miles of roadway
- 10.6 walkways and hardscapes
- 38.1 landscaped acres
- 10 sports fields
- 22 tennis courts
- 2 swimming pools
- Over 48 miles of underground pipeline (for electrical, communications, sanitary and storm drain, water supply, gas, irrigation)
- Over 3000 exterior light fixtures



Buildings and Structures



- 87 buildings with over 1.4 million gross square feet
- Additional structures, such as dugouts, storage sheds, bus stop shelters, etc.
- 560 exterior doors, 2,045 interior doors
- 47 elevators
- Over 575 pieces of mechanical equipment (air handlers, pumps, boilers, chillers, fans)
- Over 19,053 interior light fixtures
- Over 242 restrooms (with multiple sinks, toilets, urinals in each)
- Over 3,058 cleanable spaces

FACILITIES

SERVICES

Every day we provide service to our community of over 26,000 students, 900 full-time faculty and staff, 900 part-time faculty and staff, and the casual visitors to our Colleges. Maintenance & Operations services are based out of each College's Facilities Maintenance Center. Planning & Construction services, along with overall responsibility for Maintenance & Operations, is based out of the District Office.

Each of the Colleges of the San Mateo County Community College District has a dedicated **Facilities Manager (FM)**. These individuals are responsible for overseeing the daily operations, maintenance and repair of the buildings, grounds and infrastructure systems at Cañada College, College of San Mateo, and Skyline College. They are also responsible for the fleet of vehicles and equipment at each of their Colleges. Daily operations of the buildings and grounds is performed by the Campus Facilities Manager's crew of technicians, including custodians, groundskeepers and maintenance engineers, together with executive assistants, student assistants and volunteers, as well as outsourced service contractors.

Facilities Managers and their crews participate in disaster preparedness planning and exercises. In the event of large or small emergencies, the Facilities Managers and their crews have been trained to assist in evacuation of the premises, search and rescue, and assessment of buildings for re-occupancy.

In the event of an emergency, including campus evacuations, earthquake, power outage, etc., all Facilities Staff working on campus shall immediately:

- Turn their radios to the Department of Public Safety (DPS) channel and listen for instructions
- Put on safety vest and hard hat
- Be prepared to report to DPS to support as needed

Like all District and State employees, members of the Facilities Department have been certified as Disaster Service Workers pursuant to California Government Code section 3100, et seq:

3100. It is hereby declared that the protection of the health and safety and preservation of the lives and property of the people of the state from the effects of natural, manmade, or war-caused emergencies which result in conditions of disaster or in extreme peril to life, property, and resources is of paramount state importance requiring the responsible efforts of

public and private agencies and individual citizens. In furtherance of the exercise of the police power of the state in protection of its citizens and resources, all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.

This means that in such an emergency Facilities Staff may be required to remain at work indefinitely. If not at work when an emergency occurs, Facilities Staff are to make a good faith effort to return to campus to provide assistance. If it is not possible to safely return to campus, staff are to report to local first responders (police or fire) to provide support as needed.



District issued Disaster Service Worker Cards shall be displayed to authorities when attempting to return to campus or to report to local first responders.

Each of our Colleges may be activated as an emergency shelter for the Red Cross.

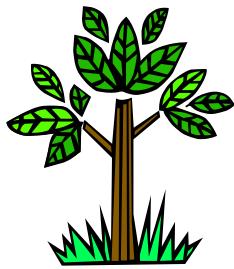


The Facilities Managers are responsible for solid waste management at their Colleges. They developed and now implement the plan to reduce solid waste throughput, per the requirements of AB75. Annually, the Facilities Managers submit reports to the California Integrated Waste Management Division for waste diversion compliance.

- The Colleges of the San Mateo County Community College District have been transformed through the first two phases of a \$900 Million Capital Improvement Program. The third phase of the Capital Improvement Program, valued at \$450 Million dollars is in process. The Campus Facilities Managers are key players in this capital program, not only by participating in design reviews, but also in ensuring that College operations continue through the disruptive nature of construction on an occupied campus, and by commissioning the buildings prior to occupancy.

- The Facilities Managers are responsible for an impressive portfolio of real and human assets. The value of annual payroll and operating budgets directly monitored by the Facilities Managers is over \$10 million.

During the swing shift, our **Supervisors of Custodial Operations** are at the helm, ensuring *Facilities Excellence* during the late afternoon and evening hours when most custodial activities are occurring and evening classes are in session. These Supervisors ensure custodial service quality, conduct visual inspections of the buildings and report deficiencies, ensure facilities operations for evening classes, are responsible for custodial cleaning and paper products procurement as well as custodial equipment, and provide emergency response services to the College community.



Routine and special project work by **Groundskeepers** ensures that the campuses are aesthetically pleasing, safe, and facilitate the instructional mission as well as community use. The vast knowledge and experience of our Groundskeepers in the areas of tree trimming, athletic field maintenance and preparation for sporting events, irrigation, grounds equipment maintenance, proper pruning techniques, hardscape maintenance, pest control, roadway maintenance, and fire prevention allows us to achieve *Facilities Excellence* in the exterior environment.

Engineers are maintenance technicians whose preventive and reactive maintenance activities ensure that building and infrastructure systems are in proper working order. Those systems include the building envelope (roofs and exterior building walls), foundation and structural systems, interior walls/floors/ceilings, heating/ventilating/air conditioning/refrigeration systems, plumbing systems, electrical distribution systems, illumination systems, fire alarm and fire sprinkler systems, physical access control systems, digital building management and environmental control systems, swimming pool maintenance, elevators and dumbwaiters, etc. Engineering staff also maintain the District's fleet of vehicles and equipment, which includes vehicles, lawn mowers, tractors, backhoes, front loaders, top dressers, aerators, street sweepers, forklifts, hedge trimmers, chainsaws, drills, saws, pipe threaders, vacuum cleaners, floor buffers, carpet shampooers, etc.



One of the most critical activities that Engineering staff performs is preventive maintenance. Preventive maintenance extends the service life of newly constructed or remodeled facilities, reduces reactive maintenance and ensures occupant comfort and operational facilities.

Engineering staff are essential participants in the District's construction activities. They provide valuable historical and functional knowledge of the campus' building and infrastructure systems to the design and construction teams, review designs to ensure coordination and functionality with existing systems, coordinate with construction crews for utility tie-ins and shut-downs, and participate in the commissioning of newly constructed or renovated buildings prior to occupancy.



Custodians are cleaning technicians, trained in the safe and effective use of equipment and products that allows us to achieve *Facilities Excellence* in the indoor environment. Daily custodial operations includes cleaning of over 3,058 distinct spaces, such as classrooms, offices, restrooms, laboratories, stairways, corridors, closets, gymnasias, locker rooms, and lobbies. Custodial services ensure a safe, effective indoor environment, with good air quality and pleasing aesthetics. In addition, Custodians also:

- Assist in emergency response (power outages, floods, etc.)
- Move furniture and equipment
- Set up facilities for non-classroom activities that are a part of and enrich the college experience for our students, including student activities, Board of Trustee meetings, health and career fairs, Expanding Your Horizons, the WOW Conference (Women on Writing), Jazz on the Hill, the Olive Festival, and KinderCaminata.
- Set up and provide support for outside organizations who use our facilities
- Act as campus “ambassadors,” pointing lost students and faculty in the direction of their classrooms during those first weeks of every semester.



At the hub of activities in each College’s Facilities Maintenance Center is the **Campus Facilities Operations Technician (FOT)**. Our FOTs provide administrative support to the Campus Facilities Manager, the Supervisor of Custodial Operations, and the Engineering/Grounds/Custodial crews. They receive customer service requests, dispatch response crews, enter and track work activity data in our computerized maintenance management system, provide essential accounting tasks related to procurement, accounts payable, employee attendance and payroll, maintain databases and perform general records management, assist in producing monthly, quarterly and annual reports, assist with website content management, and work on special administrative projects. We rely heavily on our FOTs abilities to stay calm in the flurry of activities that characterize our Facilities Maintenance Centers, and to channel the flow of information back, forth and around Facilities personnel, College and community constituents, outsourced service vendors, design and construction crews, District Office staff, emergency response crews, and anyone else who enters into the flurry. That is why we think of our FOTs as being at the hub of the wheel: they are invaluable in keeping the wheel true, the spokes aligned and the wheel spinning at high speeds!



District Facilities Staff include the **Vice Chancellor of Facilities Planning, Maintenance & Operations**, and the **Director of Facilities Planning, Maintenance & Operations**, a **Director of Capital Projects, Facilities/Public Safety Business Manager**, a **Facilities/Public Safety Executive Assistant**, an **Energy and Sustainability Manager**, a **Utility and Sustainability Specialist**, a **Capital Projects Analyst**, **Project Managers**, **Project Coordinators**, a **Construction Procurement, Risk and Contracts Manager**, a **Document Management Specialist**, and an **Administrative Assistant**. These individuals provide overall direction and management of the Facilities Planning, Maintenance & Operations Department.

In addition to being responsible for the activities performed by Maintenance & Operations (M&O), District Facilities Staff play a vital role in setting Departmental standards, acting as the District's liaison to the State Chancellor's Office Facilities Planning Unit, the Division of the State Architect, as well as other governmental agencies, fundraising activities, budgeting and financial management, FPO employment activities, and interaction with the District's Board of Trustees. Some of those activities are:

- establishment of Departmental policies, procedures and practices
- financial management and reporting
- budget development and management
- procurement of services and supplies
- accounts receivable and payable
- employee attendance and payroll accounting
- development and implementation of training programs
- database and records management and maintenance
- development and implementation of large and small projects
- annual development and submission of the State Chancellor's Office Five-Year Capital Plan, with its associated project proposals
- annual development and submission of the State Chancellor's Office Five-Year Plans for the State Scheduled Maintenance & Special Repairs Program and the Hazardous Materials Removal Program, with their associated project proposals
- annual State space inventory report
- development and implementation of activities and initiatives as directed by the District's Board of Trustees

The college campuses were constructed in the 1960s, funded by general obligation bonds paid for by the residents of San Mateo County. Voters in San Mateo County generously voted to approve two separate bond measures (Measure C in 2001 and Measure A in 2005) which together provided \$675 million in funding for updating, modernizing, and retrofitting the three community colleges. Together with funding from State Capital Outlay, Scheduled Maintenance, Hazardous Materials Removal, and private foundation funds, our Capital Improvement Program is now projected to be valued at over \$850 million.



The Facilities Department's **Director of Capital Projects** ensures that both large and small construction projects are executed smoothly and achieve the goals of the project. The **Project Manager** facilitates construction project programming, design management, construction procurement, construction management, provision of furniture, fixtures and equipment, building commissioning, and finally the move-in associated with occupancy.

We understand that the instructional mission of the colleges continues, despite construction; we implement the best business practices and creative project delivery methods to ensure a positive learning environment during construction.



MAJOR INITIATIVES

Several initiatives help us improve the service we provide:

Program Reviews: Program reviews for Custodial, Grounds, and Engineering programs are conducted regularly. The program reviews allow us to develop best business practices, to qualify and quantify what we do, and to do more with less by working smarter – not harder.

Website: We are constantly updating and enhancing our Facilities web site to facilitate the flow of information. We want our customers to be able to check our website for construction updates, how to request a key or the use of a District vehicle, a description of the services we provide, and other important information. Please refer to our website often for updates and important information, at <http://www.smccd.edu/facilities>.



Facilities Excellence Rewards Program: In fiscal year 2004-05, we initiated a program to acknowledge and encourage *Facilities Excellence* in our staff. This program allows us to acknowledge Facilities Department employees who go “above and beyond” to demonstrate their commitment to teamwork, professionalism, responsiveness, professional development, and excellence. Funding for this program is donated by our business partners – contractors, architects, suppliers . . . the very people who help us execute our goals by providing services and supplies to the Facilities Department every day – and who rely on us to help them achieve success.

Facilities Safety Task Force: Another important initiative implemented in fiscal year 2004-05 is our Facilities Safety Task Force. This group is comprised of representatives of custodians, groundskeepers, engineers, supervisors, facilities operations technicians and administrators in our Facilities Department. On a quarterly basis, task force members conduct safety inspections of our workplaces to ensure that best practices related to workplace safety are followed. Task force members meet quarterly to review inspection results, reports of safety violations, industrial injury and illness records, and other topics relevant to workplace safety.

II. Facilities Planning, Maintenance & Operations Guidelines

Important Actions for New Employees



NEW EMPLOYEE ORIENTATIONS

- Human Resources Orientation:** This orientation focuses on employment, payroll, benefits, and documentation. An HR representative will contact you to set up an appointment.
- Facilities Field Orientation.** This Orientation provides you with the specific information, resources, tools, equipment, and resources you need to start working as a valuable member of the Facilities team; your supervisor or lead will coordinate this activity for you. The following topics are presented at this Orientation; you should discuss them with your supervisor to help you understand and adjust to your new work environment.
 - **Work schedule and compensation.** What are your practices for hours of work, overtime, call-in procedures, time sheets, vacation, and sick leave?
 - **Chain of command.** Become familiar with the organization chart.
 - **Facilities and resources.** Receive a tour and description of your workplace, including the location of restrooms, eating facilities, and photocopiers, your mailbox, supplies, equipment, and access to computers and equipment.
 - **Departmental procedures.** Receive information about staff meetings, breaks, and lunch/dinner times, check in/check out procedures, mail and memo distribution, building keys.
 - **Working relationships.** Find out how your co-workers prefer to work together -- their patterns of communication, individual and team relations, reporting relationships, etc.
 - **Health and safety regulations.** Know the procedures covering injuries, hazardous materials, emergency evacuation routes, and disaster response.
 - **Disaster Service Worker:** Section 3100 of the California Government Code declares all public employees to be disaster service workers and requires them to report for duty in the event of a disaster. The District issues each new employee an Emergency Operation Center photo ID.
 - **Technical & Safety Training:** Aside from the standard monthly technical training and weekly safety training programs, additional training may be individualized to you to ensure continued education and performance standards.
 - **Performance evaluation.** Your probationary period and the performance evaluation process.
- Review of FPO Employee Handbook.** This is a good opportunity to review and ask any questions you may have about the information provided in this Handbook.



- Facilities Department Orientation.** This orientation is an opportunity for the Vice Chancellor / Director of Maintenance & Operations to provide a comprehensive overview of the Facilities Planning, Maintenance & Operations Department.

Performance Standards

BE WELL INFORMED

You owe it to yourself to be well informed about your workplace, and you also have a formal responsibility for knowing and meeting the standards of performance and conduct set by the Facilities Planning, Maintenance & Operations Department and the San Mateo County Community College District.

REPORT CIRCUMSTANCES THAT AFFECT SATISFACTORY WORK PERFORMANCE

Employees should report to their supervisor any conditions or circumstances that prevent satisfactory work performance. Employees should advise their supervisors of unclear instructions or procedures that may affect satisfactory work performance.

FACILITIES EMPLOYEE CODE OF CONDUCT AND STANDARD PRACTICES

The Facilities Department is committed to promoting the highest level of professionalism, integrity and ability available in the college facilities management industry. This Code of Conduct is designed to foster trust and mutual respect among those working in our Department, as well as our customers.

- 1) *Professionalism.* Facilities Employees shall conduct business in a manner displaying the highest degree of professional behavior, bringing credit to their profession. Employees shall speak truthfully and act in accordance with accepted principals of honesty and integrity. Employees shall endeavor to understand and fairly represent his or her own scope of knowledge and ability to perform services. If at any time staff are involved in an exchange with faculty, staff, students or members of the public that are of concern to our staff, make staff uncomfortable, feel threatened or that staff are unable to successfully resolve, staff are to notify their manager or supervisor immediately.
- 2) *Responsibility to Employer.* Facilities Employees shall behave in a manner consistent with the missions of the District and the Department.
- 3) *Conflict of Interest.* Facilities Employees shall fully disclose any known or potential conflict of interest he or she may have in providing service to the District. Employees shall not create any appearance of impropriety.
- 4) *Confidentiality.* Facilities Employees shall maintain as confidential any legitimate business information provided in confidence until and unless given permission to disclose it by the source or for the length of time that confidentiality is legally required.

- 5) *Fair Dealing.* Facilities Employees shall endeavor to deal fairly with customers, vendors, consultants, employer and employees. No employee shall take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair dealing practice.
- 6) *Records Management.* Facilities Employees shall maintain complete and accurate records in accordance with generally accepted practices and procedures. Employees shall control the funds and property entrusted to them with the highest degree of moral and fiduciary integrity.
- 7) *Continuing Education.* Facilities Employees shall endeavor to remain knowledgeable in the subject matter of his or her profession by taking courses and seminars, reading industry periodicals, and sharing information. Facilities Employees are encouraged to take advantage of the District's tuition reimbursement program. Details are available on the Downloads page of the District's website.

All Facilities management team members and engineering staff are required to complete Building Operators Certification (BOC) levels I and II. Other interested staff members may be eligible to attend BOC, provided they meet the following eligibility criteria:

- Full-time staff having completed their 6-month probationary period.
- Staff shall have a current overall performance evaluation of meets expectations with one "exceeds expectations" in at least one individual category.
- Staff shall have no written reprimands in their personnel file dated within the past 12 months.
- Staff shall have attendance records indicating good attendance with no Record of Discussions relative to attendance issues dated within the past 12 months.
- Only one staff member per shift and crew may attend BOC or other extended off-site training at one time, unless approved in advance by the Facility Manager. In the event that multiple eligible staff members on the same shift and crew desire to attend BOC or other extended off-site training at the same time, the staff member with greatest seniority shall be enrolled first.

In addition to BOC, the District offers regular Engineering Training and other opportunities for professional development. Similar to BOC, these trainings are open to all Facilities staff members. Criteria for attendance of out of class trainings are as follows:

- The interested staff member must request to attend training; it is not management's responsibility to invite them.
- Attendance is subject to operational demands; management will review staffing levels and assignments to determine if operations will be negatively impacted by attendance at training
- Full-time staff having completed their 6-month probationary period.
- Staff shall have a current overall performance evaluation of "meets expectations," with a rating of "exceeds expectations" in at least one individual category.
- Staff shall have no written reprimands in their personnel file dated within the past 12 months

- Staff shall have attendance records indicating exemplary attendance with no Record of Discussions relative to attendance issues dated within the past 12 months

Training is completed on either staff's own time or release time from their scheduled shift. No overtime will be paid for travel to and from nor attendance at training, unless it is declared mandatory and is delivered on site. Staff may carpool to off-site training in District vehicles or submit for mileage reimbursement.

- 8) *UHF Radios:* The primary means of communication for the Facilities team is by way of UHF Radios. Each team member is issued a radio for use during his or her shift. It is your responsibility to ensure you are on the correct channel.

Radio Etiquette:

- Do not 'step-on' or interrupt parties already engaged in conversation.
- Do not use for trivial or confidential conversations.
- As a courtesy, be aware of the volume of your radio; radios can be disruptive to those around you.
- Do not use foul language; the FCC considers this a grievous offense and will revoke our license.

Tips for engaging in an "on the air" conversation:

- Before you talk, identify whom you are trying to contact, and then identify yourself and your college site. For Example: "CSM Chief of Public Safety this is Jennifer Hughes, VP at CSM."
- Wait for a positive response and carry on your conversation.
- At the end of each piece of the conversation, prior to the other party's response, indicate you are going to stop talking by saying 'over'.
- When the last party to speak wants to end the conversation, indicate the end of transmission by saying 'over' or 'clear'.

- 9) *Miscellaneous.*

- a) *Recycled materials:* All recyclable materials found on the campuses are the property of the District. Recyclable materials shall be appropriately disposed of and any compensation for the materials is the property of the District. Unauthorized removal of recycled materials by staff shall be considered theft and addressed in accordance with the progressive disciplinary procedures contained in the contract agreement between the SMCCCD Board of Trustees and AFSCME.
- b) *Visitors and family members in the workplace:* The presence of family members, spouses, friends, visitors or children or (any other minor under the supervision and/or control of an employee) in the workplace with the employee during the employee's workday is prohibited, unless specifically authorized in advance by management. This policy is established to avoid disruptions in job duties of the employee and co-workers, ensure the safety of constituents, reduce property liability, and help maintain a professional work environment.

- c) *Clocking in and out:* All AFSCME Members are required to clock in ready for work and clock out promptly at the end the shift, using the designated time clock at the start and end of each scheduled work shift. This means when you clock in you should be in uniform and prepared to start working. Staff shall not clock in more than 5 minutes before the start of their shift or more than five minutes after the end of their shift. Staff shall clock in for overtime shifts unless called back in an emergency requiring them to immediately report to the work area.
- d) *Breaks:* Per the AFSCME contract, Article 5 section 5.4; “The thirty minute rest period shall be inclusive of all time away from regularly assigned duties.” This means your break period begins when you leave your work area and ends when you have arrived back at your work area. Breaks are to be taken at regularly scheduled times unless approved in advance. Staff may not “work through” their breaks in order to arrive late or leave early for their regularly scheduled shift.
- e) *Leaving Campus during work hours:* If you need to leave the campus *for any reason* during work hours, you must notify your Supervisor, Lead, or Chief or other member of management in advance of leaving the campus. Again, if you cannot reach your Lead, Supervisor or manager, please notify the Facility Operations Technician, in advance. This requirement applies to getting gas for vehicles at the Chevron station and other work related errands or activities. Advance notice of your departure from campus is critical, as we need to ensure management knows your whereabouts in case of emergency.
- f) *Personal Protective Equipment:* Safety is the utmost priority. Staff are expected to wear appropriate personal protective equipment (PPE) at all times. Some examples of PPE include:
 - Safety vests when working outdoors and in roadways
 - Hard hats when working on or visiting a construction site
 - Eye protection
 - Hearing protection
 - Long sleeves while working on electrical panelsAdditional items may be required for specialized assignments. Staff are expected to keep their PPE in good condition and to utilize it as needed. Additionally, appropriate signage warning drivers of work taking place on our near roadways and the like shall be placed in advance of such work. Cones shall be placed around vehicles when not parked in standard parking spaces.
- g) *Overtime:* Shall be offered in accordance with the AFSCME contract. Staff shall be offered overtime while at work only; at no time shall staff be called, texted or emailed with overtime offers while they are not at work. Staff shall not be eligible to accept scheduled overtime shifts on days they are scheduled to be off on paid leave. Staff are to clock in and out for overtime shifts unless called back on an emergency that requires them to report directly to the work area. If, for *any reason*, overtime shifts

need to be extended beyond the time they were originally scheduled, staff must notify management *before* staying beyond their scheduled overtime shift.

- h) *Personal telephone calls:* Personal telephone calls should only be made during designated breaks. Personal calls can be disruptive to operations, and can convey a lack of professionalism and commitment to Facilities Excellence. When building occupants or others over hear your conversations, this may affect their opinion of our department and the individual's performance and commitment. It is also impolite to engage in personal conversations while working, and can create unnecessary noise in an environment that requires study and focus. Further, talking on the telephone while working impedes workflow and productivity and makes it difficult to focus on the work activity. Occasionally, emergencies will necessitate a personal telephone call outside of designated break times; this should be a rare occasion, and should be made as discreetly as possible and be concluded as quickly as possible.
- i) *Radios / music:* Generally, staff shall not play music while working, in order not to disrupt instruction or campus activities and to ensure staff are alert in case of emergencies or requests for assistance. Occasionally, staff may be assigned to work in areas where use of one headphone or earbud (one ear should always be "available" to listen for emergency announcements, instructions, or requests for assistance from faculty, staff or students) to listen to music will not cause a safety hazard or disrupt college operations. Please confirm with your supervisor that you are authorized to play music while working *before* doing so.
- j) *Suggestion Box:* The Facilities management team values the ideas and concerns brought forth by Facilities staff. As such, a suggestion box is located at each of the Facilities Maintenance Centers. Please share your ideas and concerns by either directly communicating with your supervisor or by submitting a suggestion.
- k) *Lost and Found:* Our campus community occasionally loses personal items. Immediately upon finding lost articles, please turn them into Public Safety.

APPEARANCE & PROFESSIONALISM

On campus, the engineers, groundskeepers, custodians, facilities operations technician and facilities manager play significant roles in the Department's relationship with our customers. You may often be the only representative of the Department the customer sees or speaks with on a daily basis. The customer's ability to function, and the public's perception of the College and the District, can be helped or hindered by your desire and ability to perform your responsibilities on a daily basis. Your overall attitude and appearance are the first steps in developing a good rapport with our customers.

- I. Customer relations and people skills are key elements in the proper and effective operation of any property. Facilities employees are required to use proper etiquette, be kind, courteous, knowledgeable, and efficient with all persons including faculty, staff, students, administrators, contractors, vendors, and visitors. No less than excellent public



relations skills are acceptable. All difficult issues or concerns relating to public relations must be discussed with the Campus Facilities Manager for that campus.

II. Proper attire is mandatory on each college campus at all times. We want our customers to see us as being well groomed, neat, and dressed appropriately.

For members of the American Federation of School, County and Municipal Employees (AFSCME): work clothes are provided and are to be worn at all times while on duty. It is your responsibility to ensure work clothes are clean and wrinkle free, and without visible holes or tears. Coveralls are provided to protect uniforms while performing dirty or greasy tasks, and when needed to protect uniforms. Caps, hats, vests and jackets are provided. If headwear is worn, it must be District-issued (exception: Groundskeepers may wear wide-brimmed hats for sun protection). Footwear is provided, and must be worn at all times. Provision of pants is the responsibility of each AFSCME member, and should be of a solid dark to medium color with no holes, rips, tears, stains, or other deficiencies that would detract from professional appearance; shorts are not allowed. Work clothes are reordered on a semi-annual basis, and supervisors maintain a small stock of additional uniform items for distribution between orders. Work shoes are ordered annually and upon employment.

For non-AFSCME Facilities employees, professional attire appropriate to the type of work being performed and the work environment is your responsibility.

III. Each Facilities employee is expected to arrive at work at the scheduled time well groomed and presentable. Positions in the Facilities Department are service related and require you to deal with the college community on a daily basis; lack of personal hygiene, objectionable odors, unkempt hair, excessive or unsafe jewelry, unkempt appearance, etc., is not acceptable.

Incentive Programs

In an effort to recognize, support and reward exemplary job performance, the District works together with AFSCME to develop recognition and incentive programs. Current programs include Employee of the Month and Workplace Safety and Attendance Incentive Programs. These programs may be adjusted or revised by the District in collaboration with AFSCME.

Employee of the Month:

One Facilities Employee districtwide may be selected as Employee of the Month. Eligibility requirements include:

- Permanent, represented full time employees are eligible
- Recognition of exemplary performance by a customer, colleague, or management

The Employee of the Month shall receive:

- Gift Certificate
- Commemorative Certificate
- Photograph placed in each of the three Facility Maintenance Centers and at District Office for 30 days

Workplace Safety and Attendance Incentive Program

This program is intended to provide an incentive for staff to focus on workplace safety and attendance, and to reward exemplary performance in these areas over a six-month period. The first two phases of a pilot program intended to provide an incentive for staff to focus on workplace safety and attendance, and to reward exemplary performance in these areas. Each phase of the Pilot provided important information

and allowed us to refine the program to be attainable for staff and to provide a meaningful incentive, and we have modified the program accordingly.

This current workplace safety and attendance program commenced January 5, 2015. All represented FPO team members are eligible to participate. Any team member who has no unscheduled absences and no lost time accidents during the program's six-month period will receive a \$50 gift card. The program periods are January 2nd – June 30th and July 1st – December 23rd.

For this program, an unscheduled absence will be considered any time off requested less than one week in advance, unless otherwise excused. Time off that is covered under the Family Medical Leave Act (FMLA) and approved Bereavement Leave shall be considered excused and will not count against the staff member's attendance record for purposes of this incentive program.

III. Important Information for Employees

BARGAINING UNITS, CONTRACT INFORMATION

AFSCME (American Federation of School, County & Municipal Employees) represents the Facilities Department's Custodial, Groundskeeping and Engineering employee classifications. The terms of the contract between the District and CSEA apply to employer and employee. It is important that you understand your rights and responsibilities as delineated in the contract.

CSEA (California School Employees' Association) represents the Facilities Operations Technicians. The terms of the contract between the District and CSEA apply to employer and employee. It is important that you understand your rights and responsibilities as delineated in the contract.

Non-Represented Employees. Certain Facilities Department employees are not represented by a collective bargaining unit. Generally, those employees' benefits packages follow CSEA's. Please talk to your supervisor for additional information concerning your employment. It is important that you understand your rights and responsibilities.

WORK SCHEDULE AND COMPENSATION – FULL-TIME EMPLOYEES

I. Attendance

- **Tardiness.** Your responsibility as an employee starts by coming to work, and on time. If you are scheduled to be at work and cannot, or if you will be late, it is your responsibility to contact your supervisor by calling in to the College Facilities main office as early as possible, but no later than the scheduled start time for your shift. Please refer to the Appendix for the Facilities Contact List. Please extend the same courtesy to management that they extend to you and do not call supervisors or managers who are currently on vacation. Call the lead, supervisor or manager covering for the person on vacation or not working.
- **Unscheduled absences.** Unscheduled absences place a burden on operations and your co-workers. If you are sick or unable to report to work, it is your responsibility to contact your supervisor no later than the scheduled start time for your shift. Please extend the same courtesy to management that they extend to you and do not call supervisors or managers who are on vacation or not working. Call the lead, supervisor or manager covering for the person on vacation or not working.
- **Requesting Time Off.** Facilities employees must obtain prior supervisor approval for scheduled time off, using the "Request for Time Off" form. The more advance notice you provide to your supervisor, the less impact your absence will have on operations by enabling your supervisor to make adjustments and modifications to your coworkers' work assignments. Please demonstrate professional courtesy to your coworkers by providing as much advance notice of scheduled absences as



possible but not less than one week in advance. Leave requests submitted with less than one-week notice may be less likely to be approved. Please refer to the Appendix for a sample of the Leave Request form and how to complete it.

- **Attendance Record** - AFSCME members are required to clock in and out to track their daily attendance. At the end of each month, the information from the time clock is transferred to an Absence Affidavit (to record attendance and compensatory time), and a Time Sheet (to calculate and approve overtime pay).
- **Attendance Record** – CSEA members and non-represented employees are expected to track their attendance using their Microsoft Outlook calendar. It is your responsibility to accurately and honestly track your attendance/absences and submit through WebSmart as well as submit a Time Sheet (to calculate and approve overtime pay). Please refer to the Appendix for a sample of these forms and how to complete it.
- **Union Meeting Attendance** – Employees will be provided release time to attend union meetings scheduled during their regular shift. Attendance of union meetings outside of regular work time is on their own time. Shifts will not be modified to accommodate attendance of union meetings.

II. Paydays & Paycheck Distribution

Employees are paid once a month, on the last business day of the month. Overtime work performed during the month will be paid on the 15th of the following month (exception: December paychecks are issued early in December; this exception accommodates accounting calendar requirements). Direct deposit is available to all District employees. For employees who opt not to have direct deposit, paychecks are distributed to the employee while on shift: for day shift staff, this occurs on the last business day of the month; for swing and grave shift staff, this occurs on the shift just prior to the last business day of the month.

E-MAIL ACCOUNTS

Regular, full-time Facilities employees are provided with a Microsoft Outlook email account. Electronic mail is an important form of communication between the District and its employees, to include communications from the Human Resources Department about your employment and benefits, the Board of Trustees, or the Chancellor. “Hotel” workstation computers (hotel computers are available at the Facilities Maintenance Centers, at college libraries and learning centers) are provided at various locations at each campus; you can access your Outlook account through the internet on these computers, or from any computer hooked up to the internet anywhere in the world.

Most Facilities employees are not directed to use their Outlook account as a work tool (e.g. for work-related communications, calendaring, tasking); as such, access to your Outlook account should not occur during your work shift. There are certain employees for whom Outlook is a District-issued work tool and they are directed to regularly access their Outlook account for work-related communications; generally, these employees are restricted to Lead Custodians, Lead Groundskeepers, Engineers, Administrative Support Staff, Supervisors, Project Managers, and the Director. On occasion, your supervisor may direct specific employees who are not in one of these employment classifications to use Outlook as a work tool; this will be managed on a case-by-case basis, and at the supervisor’s discretion.

USE OF DISTRICT VEHICLES AND EQUIPMENT

Facilities employees who operate District vehicles and equipment are expected to demonstrate respect and care for the property, return it in a timely manner to its appropriate storage or parking location, and leaving it in as good or better condition than how it was found, ready for the next person to operate the vehicle or equipment. Motorized Equipment Operational Guidelines can be found in the Appendices of this Handbook.



District vehicles are provided to facilitate work activities and are not intended to be used for personal business. Generally, when leaving campus during work hours you should use your personal vehicle. Over the years, FPO has developed an informal practice of allowing District vehicle use for limited errands such as picking up coffee or meals during break / rest periods. This practice is authorized when it makes common sense and is an efficient use of time, such as when one is at one's work area in a District vehicle and can leave and return most quickly in that vehicle. If one is not using a District vehicle during one's shift and must return to the shop to get a vehicle to go off campus, one should use one's personal vehicle. Such use of District vehicles is to be limited to destinations within 2 miles of the campus.



The shared District equipment housed at the three Facilities Maintenance Centers includes dump truck, aerator, top dresser, genie lift, chipper, tampers, backhoe, bucket truck, Bobcat, and other equipment that is not used on a daily basis. This equipment is shared between all College Facilities personnel. The Shared Facilities Equipment Scheduling/Usage Procedure ensures access and minimizes schedule conflicts. These procedures are included in the Appendices.

District Rules and Regulations Section 2.27 prohibits smoking in all indoor locations within the District. Specifically, it states:



“It is the policy of the San Mateo County Community College District to provide a safe learning and working environment for students and employees. It is recognized that smoke from cigarettes, pipes, and/or cigars is hazardous to health. Therefore, it is the intent of the District to provide a smoke-free environment to the greatest extent possible. To achieve this goal the District will limit smoking on District property to outdoor areas only as set forth in this policy.”

District-owned vehicles may be characterized similarly to building interiors, in that they retain smoke fumes and are shared, confined physical spaces. In response to concerns from staff who find the smoke fumes both offensive and dangerous, and in compliance with both the spirit and letter of the law, smoking is not allowed in District-owned vehicles.

Pursuant to Section 2.27 Policy on Smoking of the District Rules and Regulations, “it is the responsibility of all students and employees to observe the policy and guidelines on smoking. Violation of this policy could lead to disciplinary action under the usual disciplinary procedures.”

Please demonstrate courtesy and respect for your coworkers by adhering to this no-smoking policy.

OUTSIDE EMPLOYMENT

Facilities employees are hardworking, service-oriented professionals. Many of our employees supplement District earnings by engaging in other employment and/or private businesses. District employees may engage in other income-producing activities, if all of the following conditions are met:

- the activities do not occur during District work hours;
- the activities do not affect employees' work performance; and
- no property or materials belonging to or under contract to the District are used for outside employment activities.

SAFETY

Facilities Department work can be inherently prone to injuries and accidents, by virtue of the hands-on, physical and often strenuous activities we perform in a variety of environments. In past years, the Facilities Department has seen a dramatic decrease in hours lost to industrial accidents. Our weekly safety-training program keeps safety on the forefront of our minds. Our Facilities Safety Task Force keeps us cognizant of maintaining a safe workplace and demonstrating safe behaviors. Safety is a top priority, for our customers and us. Safety is everybody's responsibility.

Use of personal protective equipment (PPE) is essential when exposed to hazards on the job.

CUSTOMER SERVICE

Our success depends on excellent customer service. Remember: we want to be the facilities service provider of choice for our customers at Cañada, CSM and Skyline Colleges. Customer service is so important to us; we have included a Facilities Training Module on Customer Service as an Appendix to this Handbook. Please demonstrate your commitment to Facilities Excellence by learning and applying great customer service skills!



IV. Resources & Publications

Resource and publications may be found on the Facilities website or the District Downloads page.

District Rules & Regulations

This document describes the District's policies and procedures. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

AFSCME Contract

This is the labor contract between the District and AFSCME. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

CSEA Contract

This is the labor contract between the District and CSEA. It is your responsibility to know the contents of this document. It is available on the District's web portal. There is also a hard copy of this document at each Facilities Maintenance Center Office.

Engineering Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Engineering Program.

Grounds Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Grounds Program.

Custodial Standard of Care & Maintenance Expectations

This document describes the Technical Standards of Care & Maintenance Expectations for the Custodial Program.

V. Appendix

ORGANIZATIONAL CHARTS

District Facilities and Public Safety Organizational Chart

CONTACT LISTS

Facilities Department Contact List

JOB DESCRIPTIONS

Custodian
Lead Custodian
Groundskeeper
Lead Groundskeeper
Utility Engineer
Maintenance Engineer
Senior Maintenance Engineer
Chief Engineer
Campus Facilities Operations Technician
Supervisor of Custodial Operations
Facilities Manager
Facilities Public Safety Business Manager
Facilities Public Safety Executive Assistant
Energy and Sustainability Manager
Utility and Sustainability Specialist
Facilities Systems Manager
Administrative Assistant
Project Coordinator I
Project Coordinator II
Project Manager I
Project Manager II
Document Management Specialist
Capital Projects Analyst
Construction Procurement, Risk and Contracts Manager
Director of Capital Projects

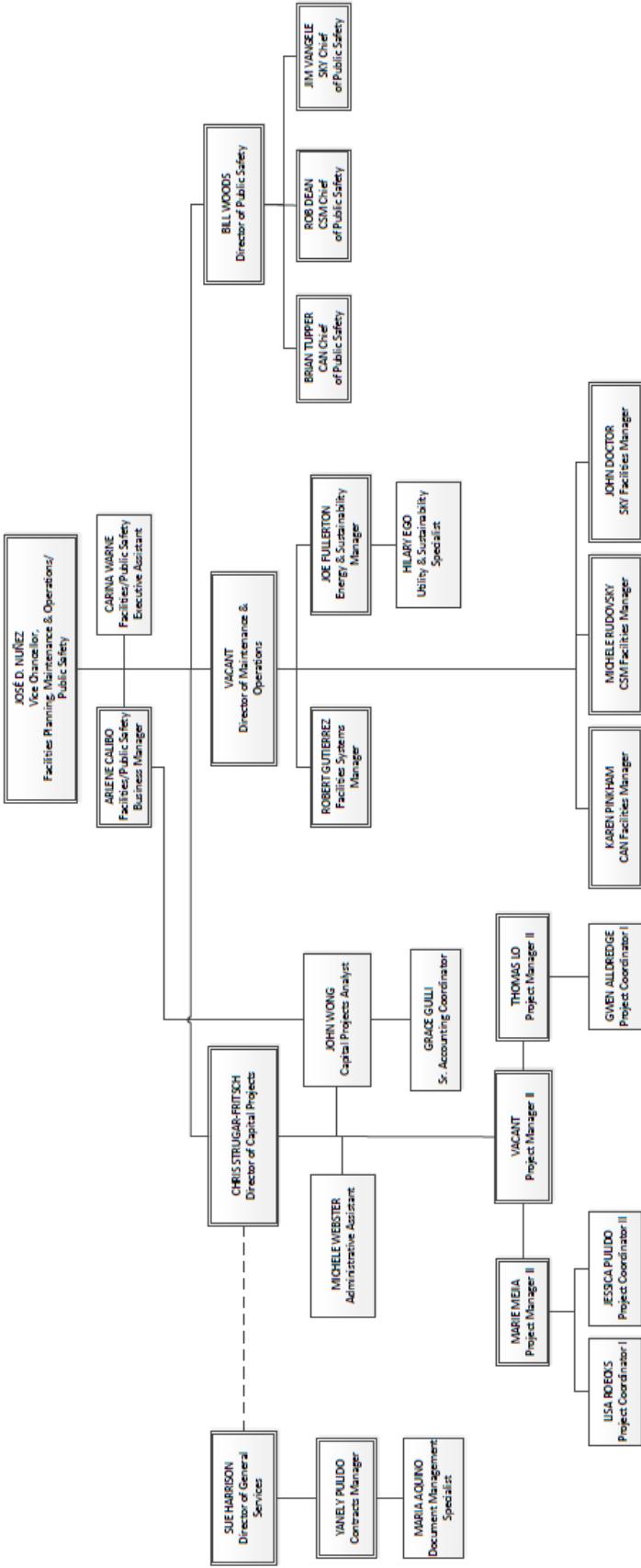
SAMPLE FORMS

Request for Time Off Form
Safety Reporting Form
AFSCME Complaint Form

PROCEDURES

Motorized Equipment Operational Guidelines
Use of Personal Protective Equipment
Customer Service

FACILITIES PLANNING OPERATIONS DEPARTMENT



Facilities Planning, Maintenance & Operations Contact List

DISTRICT OFFICE: 3401 CSM Dr., San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
District Facilities Main Line		(650) 574-6512		
José D. Nuñez	Vice Chancellor	(650) 358-6836		nunezj@smccd.edu
VACANT	Director M&O	(650) 358-6808		
Arlene Calibo	Business Manager	(650) 358-6746		calibo@smccd.edu
Carina Warne	Executive Assistant	(650) 358-6877		warne@smccd.edu
Grace Gulli	Sr. Acctg. Coordinator	(650) 358-6748		gullig@smccd.edu
Robert Gutierrez	Systems Manager	(650) 358-6811		gutierrezr@smccd.edu
Joe Fullerton	Energy & Sust. Manager	(650) 358-6848		fullertonj@smccd.edu
Hilary Ego	Utility & Sust. Specialist	(650) 358-6823		egoh@smccd.edu
Yanely Pulido	Contracts Manager	(650) 358-6863		pulidoy@smccd.edu
Maria Aquino	Doc Mgmt Specialist	(650) 358-6826		aquinomaria@smccd.edu
Jennifer James	Project Coordinator II	(650) 378-7344		jamesj@smccd.edu
Alan Miller	Programmer Analyst	(650) 358-6702		millera@smccd.edu
Fax #		(650) 574-6574		
Web Site				http://www.smccd.edu/facilities

FACILITIES PLANNING: 1700 West Hillsdale Blvd., Bldg. 1, San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
Chris Strugar-Fritsch	Director of Cap Projects	(650) 378-7342		strugarfritschc@smccd.edu
John Wong	Capital Projects Analyst	(650) 378-7341		wongjohn@smccd.edu
Marie Mejia	Project Manager II	(650) 378-7259		mejiam@smccd.edu
Thomas Lo	Project Manager II	(650) 378-7319		lot@smccd.edu
Jessica Pulido	Project Coordinator II	(650) 574-6476		pulidoj@smccd.edu
Lisa Roecks	Project Coordinator I	(650) 574-6499		roecksl@smccd.edu
Gwen Alldredge	Project Coordinator I	(650) 378-7339		alldredgeg@smccd.edu
Michele Webster	Administrative Assistant	(650) 378-7273		websterm@smccd.edu

CAÑADA COLLEGE: 4200 Farm Hill Blvd., Bldg 7, Redwood City, CA 94061

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
CAN Facilities Main Line		(650) 306-3276		canfac@smccd.edu
Karen Pinkham	Facilities Manager	(650) 306-3325		pinkhamk@smccd.edu
Ignacio Carlos	Super of Custodial Ops	(650) 306-3277		carlosi@smccd.edu
Juan Carlos Mendez	Lead Custodian	(650) 306-3276		mendezj@smccd.edu
Gordon Tong	Chief Engineer	(650) 306-3276		tongg@smccd.edu
Calvin Eng	Senior Maint Engineer	(650) 306-3276		engc@smccd.edu
John Cuevas	Lead Groundskeeper	(650) 306-3264		cuevasj@smccd.edu
Tatiana Degai	Facilities Operations Technician	(650) 306-3276		degaits@smccd.edu
Fax #		(650) 306-3354		

COLLEGE OF SAN MATEO: 1700 W. Hillsdale Blvd., Bldg 7, San Mateo, CA 94402

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
CSM Facilities Main Line		(650) 574-6113		csmfac@smccd.edu
Michele Rudovsky	Facilities Manager	(650) 574-6577		rudovskym@smccd.edu
Luis Carranza	Super of Custodial Ops	(650) 574-6117		carranzal@smccd.edu
Eduardo Gonzalez (Detail)	Lead Custodian	(650) 574-6113		
Phil Fong	Chief Engineer	(650) 574-6282		fongp@smccd.edu
Niyazi Konya	Senior Maint Engineer	(650) 574-6113		konyan@smccd.edu
Justin Eichner	Lead Groundskeeper	(650) 574-6103		eichnerj@smccd.edu
Pam Emmons	Facilities Operations Technician	(650) 574-6113		emmonsp@smccd.edu
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SKYLINE COLLEGE: 3300 College Dr., Bldgs. 21-24, San Bruno, CA 94066

NAME	TITLE	MAIN PHONE	CELL PHONE	E-MAIL
SKY Facilities Main Line		(650) 738-4115		skyfac@smccd.edu
John Doctor	Facilities Manager	(650) 738-4166		doctorj@smccd.edu
Bryant Evans	Super of Custodial Ops	(650) 738-4456		evansb@smccd.edu
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Juan Lopez	Chief Engineer	(650) 738-4116		lopezj@smccd.edu
Tony Vassalle	Senior Maint Engineer	(650) 738-4115		vassallea@smccd.edu
Robert Murphy	Lead Groundskeeper	(650) 738-4115		murphyr@smccd.edu
Alexandra Degai	Facilities Operations Technician	(650) 738-4115		degaia@smccd.edu
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Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

CUSTODIAN

A Classified Position

Grade AA – Salary Schedule 70

A. General Statement

The Custodian performs manual labor work for a variety of assignments related to the cleaning and general maintenance of community college facilities. Under direct supervision, the Custodian performs moderate to heavy manual labor which includes the cleaning of college facilities, moving of equipment and furniture, locking doors and other entrances and reporting unusual events to management and Public Safety personnel as appropriate. Public contact is moderate to extensive, primarily involving staff and students for the purpose of exchanging procedural information concerning cleaning needs and facility set-ups. A limited to moderate degree of independent judgment and creativity is required to perform routine cleaning and general maintenance assignments that are well prescribed. Consequences of errors in judgment could be costly in materials and employee time; however, supervisory controls limit the risk of serious consequences. A Custodian can be assigned individually or as part of a work team to various sites, and can direct the work of student assistants or temporary staff as assigned. A Custodian can be assigned to work on call 24-hours a day, 7-days a week, and on a variety of shifts and locations.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with management staff regarding job assignments, work sites, special set-ups, supplies and equipment needs, safety procedures, assignment priorities and timelines, and other instructions and related matters
2. Exchanges information with other staff regarding specific cleaning and general maintenance needs and timelines for completion
3. Sweeps, dusts, scrubs, waxes, vacuums and polishes floor coverings, furniture, fixtures, rugs, carpets and other surfaces
4. Washes, scrubs and disinfects restrooms, gymnasium facilities and locker rooms
5. Cleans light fixtures, windows, door frames and other elevated areas
6. Climbs up and performs work on ladders to reach elevated surfaces as needed

7. Assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions
8. Cleans, sweeps, vacuums, polishes offices, hallways, bathrooms, surrounding areas, including railings, bleachers, decking, sidewalks, drinking fountains
9. Drives a motor vehicle in the performance of assigned tasks
10. Replaces lights
11. Makes minor repairs
12. Performs minor repair and assembly tasks involving hand tools
13. Collects and disposes of trash
14. Moves furniture and equipment for special facility set-ups according to specifications
15. Stores cleaning equipment and supplies
16. Reports supply quantity levels to supervisory staff
17. Assists in the inventory of cleaning and related supplies by monitoring quantity and reporting supply amounts as required
18. Uses safety equipment, supplies and procedures to perform job duties, as required; reports safety, fire and sanitary hazards to supervisory staff
19. Performs other related duties as assigned

C. Requirements

1. Graduation from high school
2. Successful custodial work experience that has included demonstrated skill in the use of safety procedures, cleaning equipment, solutions and supplies, including applicable chemicals
3. Skill in the operation of common mechanical and electrical equipment related to building and facility cleaning and general maintenance
4. Demonstrated skill in following oral and written instructions
5. Attention to detail
6. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This position requires work indoors and outdoors, with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and safely driving a motor vehicle, in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of and skill in using common cleaning solutions and techniques, tools, equipment, supplies and procedures related to cleaning and general maintenance of a variety of surfaces and facilities
2. Knowledge of proper use of safety equipment, supplies and procedures related to general cleaning, use of cleaning solutions, lifting/moving objects, bending/stooping, climbing and other routines that are common to cleaning and general maintenance
3. Skill in the safe operation and handling of tools, equipment and supplies including driving a motor vehicle

4. Skill in reading, comprehending and following oral and written instructions, including Material Safety Data Sheets
5. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities
6. Skill in working cooperatively as part of a customer service team
7. Ability to perform moderate to heavy physical labor
8. Ability to perform routine repetitive tasks on a continuous basis.

(3/2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

LEAD CUSTODIAN

A Classified Position
Grade CC – Salary Schedule 70

A. General Statement

The Lead Custodian performs skilled manual labor at the lead level involved in a variety of assignments related to the cleaning, general maintenance, and stewardship of community college facilities. This position assumes responsibility for custodial crews in the absence of the immediate supervisor. Under general supervision, the Lead Custodian directs the work of custodians, ensures that job performance standards are being observed, and performs heavy manual labor which includes the cleaning of college facilities, moving of equipment and furniture, locking doors and other entrances, and reporting unusual events to management and security personnel as appropriate. The position requires knowledge of the department's operating policies and procedures. Public contact is moderate to extensive, primarily involving staff and students for the purpose of exchanging information concerning cleaning needs and facility set-ups, but may include vendors and contractors regarding regular and special projects, purchases, inventory, set-ups, and other assignments. A moderate degree of independent judgment and creativity are required to plan, schedule and monitor the work of staff, complete given assignments, and resolve minor and some major problems that arise. Consequences of errors in judgment could be costly in materials and employee time; however, supervisory controls limit the risk of serious consequences. A Lead Custodian can lead a work team, be assigned individually or as part of a work team to various sites, direct the work of student assistants or temporary staff, and may supervise a crew(s) of custodians when needed.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with management and staff regarding job assignments, daily and long-range projects, work sites, special set-ups, supplies and equipment needs, safety procedures, assignment priorities and timelines, and other instructions and related matters
2. Exchanges information with other staff regarding specific cleaning and general maintenance needs and timelines for completion
3. Provides input to supervisory staff for employee performance evaluations

4. Attends meetings, workshops and other activities to obtain current information
5. Trains custodial and related staff
6. Assists management staff in developing training and work procedures and information
7. Uses a variety of computer software to prepare and maintain work schedules, inventory lists, maintenance schedules, and other documentation and written materials
8. Sets up, reviews and modifies staff work schedules in conjunction with management staff
9. Schedules and modifies work site locations and assignments for staff in order to most effectively deploy custodial staff crew members
10. Coordinates overtime assignments in conjunction with supervisor
11. Leads workers and participates in sweeping, dusting, scrubbing, waxing, vacuuming and polishing floor coverings, furniture, fixtures, rugs, carpets and other surfaces, waste removal, and other custodial assignments
12. Washes, scrubs and disinfects restrooms, gymnasium facilities and locker rooms
13. Cleans light fixtures, windows, door frames and other elevated areas; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions
14. Relamps light fixtures
15. Performs minor repair and assembly tasks involving hand tools, cleans outside areas, including sidewalks
16. Collects and disposes of trash
17. Moves furniture and equipment for special facility set-ups, according to specifications
18. Monitors, issues and repairs cleaning equipment and supplies
19. Reports supply quantity levels to supervisory staff
20. Assists in the inventory of cleaning and related supplies by monitoring quantity and reporting supply amounts as required
21. Uses safety equipment, supplies and follows safety procedures as required
22. Reports safety, fire and sanitary hazards to supervisory staff; drives a motor vehicle in the performance of assigned tasks
23. Performs other related duties as assigned

C. Requirements

1. Graduation from high school
2. Successful custodial work experience that has included demonstrated skill in the use of safety procedures, cleaning equipment, solutions and supplies, including applicable chemicals
3. Skill in the operation of common mechanical and electrical equipment related to building and facility cleaning and general maintenance
4. Demonstrated skill in following oral and written instructions
5. Demonstrated skill in training and directing the work of others
6. Attention to detail
7. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations
8. Possession of a forklift certification, or successful completion of a District-scheduled forklift certification course within 6 months of assuming the position

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This classification requires work indoors and outdoors, with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated

platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; receiving and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and the ability to safely drive a motor vehicle in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of and skill in using common cleaning solutions and techniques, tools, equipment, supplies and procedures related to cleaning and general maintenance of a variety of surfaces and facilities
2. Knowledge of proper use of safety equipment, supplies and procedures related to general cleaning, use of cleaning solutions, lifting/moving objects, bending/stooping, climbing and other routines that are common to cleaning and general maintenance
3. Skill in the safe operation and handling of tools, equipment and supplies including driving a motor vehicle
4. Skill in reading, comprehending and following oral and written instructions, including Material Safety Data Sheets
5. Skill in giving clear and concise oral and written instructions and directions
6. Skill in communicating effectively and working in teams with people who are diverse in their cultures, language groups and abilities
7. Skill in using a variety of computer software to prepare and maintain written materials and records
8. Skill in working cooperatively as part of a customer service team
9. Skill in directing, scheduling, and monitoring the work of others
10. Ability to perform moderate to heavy physical labor
11. Ability to perform routine repetitive tasks on a continuous basis.

(3/2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

GROUNDSKEEPER

A Classified Position
Grade BA – Salary Schedule 70

A. General Statement

The Groundskeeper performs manual labor work at the skilled level involved in the maintenance of landscape and hardscape including plants, shrubs, trees, water features, grounds, parking lots, athletic fields and facilities using appropriate tools and related equipment for a college district. The position requires a broad knowledge of gardening, landscaping, and maintenance and repair of hardscape, as well as knowledge of applicable safety procedures, equipment and supplies. Public contact is primarily with department staff and campus community, but may include vendors and contractors to exchange instructions and other information regarding regular and special projects, set-ups, and other assignments. A moderate degree of independent judgment and creativity is required to plan the procedures required to complete daily and special projects. Consequences of error in judgment could be costly in employee time, safety and materials. A Groundskeeper can direct the work of student assistants and other temporary staff as assigned, and can be assigned to work on call, 24-hours a day, 7-days a week, and on a variety of shifts and locations.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with management and other staff regarding daily and long-range work assignments, special and regular projects, safety procedures, equipment and supplies, use of chemicals, work sites, and other matters
2. Mows, edges, trims, waters and fertilizes lawns, shrubs, plants and trees; plants and cultivates flowers, annuals and trees
3. Cultivates mass plant groups as assigned
4. Prunes trees
5. Weeds planted areas
6. Cleans and maintain fountains
7. Uses common safety techniques, equipment and supplies to assure safe handling of motor and electrical equipment, supplies and chemicals

8. Use proper safety equipment and supplies to climb and handle trees and branches
9. Cultivates, prepares and lines athletic fields for play
10. Grooms athletic artificial turf fields, paints and repairs benches, recreation equipment, tables and fences

11. Operates and maintains power driven equipment such as lawn mowers, lawn edgers, clippers, rototillers, tractors, trucks, sweepers, blowers, and other grounds maintenance equipment as assigned
12. Uses hand tools to work soil and to remove weeds, undergrowth and debris from college grounds and landscaped and hardscaped areas
13. Drive a motor vehicle to pick up and deliver equipment, supplies, debris and other items
14. Uses a variety of non-restricted chemicals to exterminate weeds, insects, rodents, aphids and other pests
15. Rakes leaves and loads and unloads brush, branches, rubbish and materials
16. Cleans drains, culverts, stream beds, pathways, sidewalks
17. Sweeps and maintain parking lots and grounds
18. Installs, relocates and maintains site furnishings
19. Programs, monitors, troubleshoots and repairs irrigation systems and water features
20. Assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions
21. Paints exterior horizontal surfaces, such as parking lot striping and curbs, as well as unoccupied structures, such as storage sheds and/or containers, and similar assignments
22. Inventories grounds and related equipment and supplies
23. Makes recommendations for and/or executes the purchase or repair of equipment, chemicals, and supplies
24. Performs other related duties as assigned

C. Requirements

1. Graduation from high school
2. Successful gardening and landscaping work experience that has included demonstrated skill in the use of safety procedures, equipment and supplies, including applicable chemicals
3. Skill in the operation of common mechanical and electrical equipment related to gardening, landscaping, and grounds maintenance
4. Demonstrated skill in following oral and written instructions
5. Attention to detail
6. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations

OR

An equivalent combination of education and experience

D. Physical/Other Requirements

This position requires work outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and driving a motor vehicle, in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of general principles of gardening, landscaping and grounds and hardscape maintenance, including plant identification and basic intercultural gardening techniques, equipment and supplies.
2. Knowledge of safety procedures, equipment and supplies applicable to gardening, landscape, hardscape, and grounds maintenance
3. Knowledge and skill in installing, maintaining, and repairing irrigation systems and controls
4. Skill in reading, comprehending and following written materials, instructions, and directions
5. Skill in communicating effectively with people who are diverse in their cultures, language groups and abilities
6. Skill in working effectively as part of a customer service team
7. Skill in safe operation and handling of mechanical and electrical equipment, tools and supplies, including driving of a motor vehicle
8. Exercise good judgment in safeguarding and protecting District and public property
9. Basic understanding of water chemical balance and treatment
10. Ability to perform moderate to heavy physical labor

(3/2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

LEAD GROUNDSKEEPER

A Classified Position
Grade FF – Salary Schedule 70

F. General Statement

The Lead Groundskeeper performs manual labor work at the lead, working level. The position involves scheduling, coordinating and participating in the gardening, landscaping, and maintenance of plants, shrubs, trees, grounds, athletic fields and related equipment. Under general supervision, the position requires a working knowledge of all common assignments related to gardening and landscaping; the planting, cultivation, disease identification and prevention, care and maintenance of large areas of diverse plants, trees, turf, grounds, and irrigation systems and controls; as well as knowledge of the applicable safety procedures, chemicals, equipment, and supplies. This position is second in responsibility for the work of grounds crews, and assumes responsibility for grounds operations in the absence of the immediate supervisor. Public contact is extensive and primarily with department staff, but may include vendors and contractors to exchange instructions and other information regarding regular and special projects, purchases, inventory, set-ups, and other assignments. A moderate to high degree of independent judgment and creativity is required to plan, schedule and monitor the work of staff, complete given assignments, and resolve minor and some major problems that arise. Consequences of errors in judgment could be costly in employee time, safety and in materials. A Lead Groundskeeper can direct the work of groundskeepers, student assistants and other staff as assigned.

G. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with managers, grounds, and maintenance staff regarding daily and long-range projects (e.g. plans and schedules parking lot maintenance and striping, planting renewal, weed abatement, tree trimming), work assignments and staffing needs
2. Meets with grounds and other staff to give instructions, work assignments and directions; provides input to supervisory staff for employee performance evaluations
3. Attends meetings, workshops and other activities to obtain current information

4. Develops and delivers training to grounds and related staff; assists management staff in development of training and work procedures and information
5. Uses a variety of computer software to program and manage computerized irrigation systems, prepare and maintain work schedules, inventory lists, maintenance schedules, and other documentation and written materials
6. Sets-up, reviews and modifies staff work schedules in conjunction with management staff; schedules and modifies work site locations for staff in order to most effectively deploy grounds crew members
7. Leads workers and participates in mowing, edging, trimming, plant disease and pest prevention, chemical spraying, watering, fertilizing, planting, cultivating, pruning and weeding
8. Leads workers, and participates in using common safety techniques, equipment and supplies to assure safe handling of equipment, tools, supplies and chemicals
9. Monitors and assesses skills and abilities of others, and uses proper safety equipment to perform elevated work; assists in campus evacuations, building lockdowns, flood and spill cleanups, and other emergency preparedness and response actions
10. Inventories grounds and related equipment and supplies, makes recommendations for the purchase or repair of, and/or purchases and repairs, equipment, tools, chemicals and supplies
11. Cultivates, prepares and lines athletic fields for play
12. Paints and repairs benches, recreation equipment, tables and fences, and leads other crew members in completing athletic field assignments
13. Operates and maintains power driven equipment such as lawn mowers, edgers, clippers, rototillers, lifts, and other grounds maintenance equipment as assigned
14. Uses hand tools to work soil and to remove weeds, undergrowth and debris from college grounds and landscaped areas; drive a motor vehicle in the performance of assigned tasks
15. Leads the department chemical spray program and staff to prevent plant disease and control pests;
16. Uses a variety of chemicals to exterminate insects, rodents and other pests
17. Coordinates and communicates with chemical spray technician and/or outside vendors for restricted chemical applications
18. Collects exterior trash and disposes of it properly
19. Rakes leaves
20. Loads and unloads brush, branches, rubbish and materials; cleans drains, culverts, stream beds, pathways, sidewalks, parking lots and grounds
21. Leads workers and participates in painting exterior horizontal surfaces, such as parking lot striping and curbs, as well as unoccupied structures, such as storage sheds and/or containers, and similar assignments
22. Performs other related duties as assigned

F. Requirements

1. Graduation from high school
2. Successful gardening and landscaping work experience of increasing responsibility that has included demonstrated skill in the use of safety procedures, equipment and supplies, including applicable chemicals
3. Demonstrated working knowledge of plant disease identification and prevention and pest control
4. Skill in training and leading the work of others
5. Skill in the operation of common mechanical and electrical equipment related to gardening, landscaping, and grounds maintenance
6. Demonstrated skill in following oral and written instructions
7. Attention to detail

8. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations
OR
An equivalent combination of education and experience

G. Physical/Other Requirements

This position requires work outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; work on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; and driving a motor vehicle, in order to perform the essential functions.

H. Knowledge, Skills & Abilities

11. Knowledge of general principles of gardening, landscaping and grounds and hardscape maintenance, including plant identification and basic intercultural gardening techniques, equipment and supplies
12. Knowledge of safety procedures, equipment and supplies applicable to gardening, landscape, hardscape, and grounds maintenance
13. Knowledge and skill in installing, maintaining, and repairing irrigation systems and controls
14. Skill in reading, comprehending and following written materials, instructions, and directions
15. Skill in communicating effectively with people who are diverse in their cultures, language groups and abilities
16. Skill in leading, scheduling, and monitoring the work of others
17. Skill in the safe operation and handling of tools, equipment and supplies, including driving a motor vehicle
18. Skill in the use of a variety of computer software to prepare and maintain written materials and records, including computerized landscape management systems
19. Skill in working cooperatively as part of a customer service team
20. Skill in delivering oral and written instructions, reports, and directions
21. Ability to perform moderate to heavy physical labor

(6/2017)



Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

UTILITY ENGINEER

A Classified Position
Grade DD – Salary Schedule 70

H. General Statement

The Utility Engineer performs maintenance work, including a variety of tasks in the building trades. Although work requires the use of journey-level work tools and the ability to perform operations in several of the building maintenance trades, the skill required is less than that would be required of a journey-level worker in a particular trade. Under general supervision, the employee performs a variety of tasks necessary for the maintenance and repair of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing and building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control, swimming pools and water features / fountains, and other support systems college and district facilities. The Utility Engineer works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A Utility Engineer may be assigned to work at a single campus, or at multiple campuses; and may be assigned to work individually or in a team under the direction of higher level engineers and/or management.

I. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with senior maintenance engineers, chief engineers, management, maintenance, and other staff regarding ongoing and special maintenance projects, project priorities, materials, staffing, and timelines required
2. Confers with management regarding safety procedures, equipment, supplies

3. Provides information on repair and installation needs, as technical resource, to outside department staff
4. Attends workshops, meetings and other events to obtain current information
5. Installs, adjusts, modifies and repairs building systems and campus infrastructure systems
6. Assesses condition of fixtures and parts
7. Replaces parts and makes recommendations for and/or executes the purchase of new parts and supplies
8. Works with contractors to complete a variety of projects, as assigned
9. Schedules and monitors the work of other staff as assigned
10. Services, repairs and maintains vehicles and equipment according to a maintenance schedule
11. Participates in cleaning and painting of paintable surfaces
12. Performs routine inspections on a regular basis for proper working order
13. Checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards
14. Inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed
15. Drives a motor vehicle to various work sites and to pick up and deliver materials and equipment
16. Cleans and maintains the maintenance center and related work areas
17. Uses a computer and computer software to enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data
18. Participates in performing swimming pool operation tasks including monitor, diagnose, troubleshoot and perform skilled repairs and general maintenance on aquatic chemical & electrical systems, pumps and motors, circulation systems, concrete and tile. May participate in the preventative maintenance for pumps, suction lines, drains, piping, valves, skimmer traps and flow control switches of each system; may meet with contractors, reviews, inspects preventative maintenance or repair work in progress; May perform water quality testing and adjusts pool water chemistry, interpret gauges, flow meters, and monitoring equipment; maintains operational and recirculation efficiency of various filters and filter media systems;
19. Identifies energy/process efficiency opportunities and assists in evaluation of appropriate measures to improve efficiency, effectiveness and safety
20. Performs other related duties as assigned

I. Requirements

1. Graduation from high school
2. Successful experience of increasing responsibility that has included demonstrated skill equivalent to semi-skilled general building maintenance, preferably in two or more building maintenance trades
3. Demonstrated skill in following oral and written instructions
4. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations
5. Possession of a forklift certification or successful completion of a forklift certification course within six months of assuming position
6. Possession of Certified Pool Operator or Aquatic Facility Operator Certification may be required.
7. Possession of First Aid and AED certifications may be required.

OR

An equivalent combination of education and experience

J. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks.

K. Knowledge, Skills & Abilities

1. Knowledge of trade procedures, equipment, tools, and supplies commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment
2. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations
3. Knowledge of energy efficiency measures and ability to appropriately escalate opportunities for improvement
4. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment, and completed work
5. Skill in working cooperatively as part of a customer service team
6. Skill in reading and comprehending complex instructions, blueprints and directions; Materials Safety Data Sheets; ability to follow instructions
7. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data
7. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle
8. Ability to obtain forklift certification

9. Ability to perform moderate to heavy physical labor on a sustained basis
10. Skill in setting up, maintaining, and evaluating detailed records
12. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities

(1/2016)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

MAINTENANCE ENGINEER

A Classified Position
Grade FF – Salary Schedule 70

J. General Statement

The Maintenance Engineer performs journeyman-level work involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing and building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control, swimming pools and water features/fountains, and other support systems for community college facilities. Under general supervision, the Maintenance Engineer works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A Maintenance Engineer can direct the work of student assistants and other staff as assigned.

K. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

21. Exchanges information with senior maintenance engineers, chief engineers, management, maintenance and other staff regarding ongoing and special maintenance projects, project priorities, materials, staffing, and timelines required
22. Confers with management regarding safety procedures, equipment, supplies; provides information on repair and installation needs, as technical resource, to outside department staff
23. Attends workshops, meetings and other events to obtain current information
24. Installs, adjusts, modifies and repairs building systems and campus infrastructure systems
25. Assesses condition of fixtures and parts

26. Replaces parts and makes recommendations for and/or executes the purchase of new parts and supplies
27. Works with contractors to complete a variety of projects, as assigned
28. Schedules and monitors the work of other staff as assigned
29. Services, repairs and maintains vehicles and equipment according to a maintenance schedule
30. Directs and participates in cleaning and painting of paintable surfaces

31. Performs routine inspections on a regular basis for proper working order
32. Checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards
33. Inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed
34. Drives a motor vehicle to various work sites and to pick up and deliver materials and equipment
35. Cleans and maintains the maintenance center and related work areas
36. Uses a computer and computer software to enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data
37. May perform swimming pool operation including monitor, diagnose, troubleshoot and perform skilled repairs and general maintenance on aquatic chemical & electrical systems, pumps and motors, circulation systems, concrete and tile. May participate in the preventative maintenance for pumps, suction lines, drains, piping, valves, skimmer traps and flow control switches of each system; may meet with contractors, reviews, inspects preventative maintenance or repair work in progress; Performs water quality testing and adjusts pool water chemistry, interpret gauges, flow meters, and monitoring equipment; maintains operational and recirculation efficiency of various filters and filter media systems;
38. Identifies energy/process efficiency opportunities and assists in evaluation of appropriate measures to improve efficiency, effectiveness and safety
39. Performs other related duties as assigned

L. Requirements

1. Graduation from high school and completion of a recognized apprenticeship program in building maintenance
2. Successful experience of increasing responsibility that has included work with a variety of building and infrastructure systems, tools, vehicle and equipment, maintenance and repair
3. Skill in communicating effectively with people of diverse cultures, language groups, and abilities
4. Demonstrated skill in reading, comprehending, and following complex oral and written instructions
5. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations
6. Possession of a forklift certification or successful completion of a forklift certification course within six months of assuming position
7. Possession of Certified Pool Operator or Aquatic Facility Operator Certification may be required.
8. Possession of First Aid and AED certifications may be required.

OR

An equivalent combination of education and experience

M. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks, in order to perform the essential functions.

N. Knowledge, Skills & Abilities

8. Knowledge of maintenance trade procedures, equipment, tools, and supplies commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment
9. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations
10. Knowledge of energy efficiency measures and ability to appropriately escalate opportunities for improvement
11. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment, and completed work
12. Skill in working cooperatively as part of a customer service team
13. Skill in reading and comprehending complex instructions, blueprints and directions; Materials Safety Data Sheets; ability to follow instructions
14. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data
7. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle
8. Ability to obtain forklift certification
9. Ability to perform moderate to heavy physical labor on a sustained basis
10. Skill in setting up, maintaining, and evaluating detailed records
11. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities

(1/2016)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

SENIOR MAINTENANCE ENGINEER

A Classified Position
Grade HH – Salary Schedule 70

L. General Statement

The Senior Maintenance Engineer performs journey-level lead work, involved in complex installation, repair and maintenance of mechanical, plumbing, electrical, vertical transportation, telecom/datacom, roofing and building envelope, structural, access control, interior floor/wall/ceiling, building monitoring, control, swimming pools and water features/fountains, and other support systems for community college facilities. Under general supervision, the Senior Maintenance Engineer schedules and coordinates work teams or works individually or as a team member to plan and implement major and minor installations, modifications and repairs to buildings, vehicles, equipment and grounds. Public contact is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A moderate to high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, plan, schedule, and monitor the work of staff, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations and in employee time. A Senior Maintenance Engineer can direct the work of maintenance and other staff, student assistants and other staff as assigned. A Senior Maintenance Engineer can be assigned to work at an individual campus, or at all campuses, under the direction of higher level engineers and/or management, and in accordance with established schedules and needs.

M. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

40. Exchanges information with management, maintenance and other staff regarding ongoing preventive and special maintenance projects, project priorities, materials, staffing, and timelines required
41. Meets with engineers and other staff to give instructions, work assignments and directions
42. Confers with management and staff regarding safety procedures, equipment, supplies

43. Provides information on repair and installation needs, as technical resource, to outside department staff
44. Attends workshops, meetings and other events to obtain current information
45. Assesses skills and abilities of maintenance engineers and utility engineers to ensure appropriate work assignments and identifies training needs
46. Develops and delivers training; directs the work of engineers and other staff
47. Assists higher level engineering and/or management staff in developing training and work procedures and information
48. Installs, adjusts, modifies and repairs building systems and campus infrastructure systems
49. Assesses condition of fixtures and parts
50. Replaces parts and makes purchases of new parts and supplies
51. Works with contractors to complete a variety of projects, as assigned
52. Schedules and monitors the work of maintenance and other staff as assigned
53. Services, repairs and maintains vehicles and equipment
54. Directs and participates in cleaning and painting of paintable surfaces
55. Performs routine inspections on a regular basis for proper working order
56. Checks, adjusts, repairs and monitors building systems, furniture and fixtures for proper operation standards
57. Inventories supplies and recommends and/or executes the purchase of replacement or additional supplies as needed
58. Drives a motor vehicle to various work sites and to pick up and deliver materials and equipment
59. Cleans and maintains the maintenance center and related work areas
60. Uses a computer and computer software to communicate with constituents, document procedures, protocols and other relevant communication
61. Enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data
62. May oversee swimming pool operation including monitor, diagnose, troubleshoot and perform skilled repairs and general maintenance on aquatic chemical & electrical systems, pumps and motors, circulation systems, concrete and tile. Responsible to oversee preventative maintenance for pumps, suction lines, drains, piping, valves, skimmer traps and flow control switches of each system; meets with contractors, reviews, inspects preventative maintenance or repair work in progress; Oversees water quality testing and adjusts pool water chemistry, interpret gauges, flow meters, and monitoring equipment; maintains operational and recirculation efficiency of various filters and filter media systems;
63. Identifies energy/process efficiency opportunities and assists in evaluation of appropriate measures to improve efficiency, effectiveness and safety
64. Performs other related duties as assigned

O. Requirements

1. Graduation from high school and completion of a recognized apprenticeship program in building maintenance
2. Successful experience of increasing responsibility that has included work with a variety of building and infrastructure systems, tools, vehicle and equipment, maintenance and repair
3. Skill in communicating effectively with people of diverse cultures, language groups, and abilities
4. Skill in training and directing the work of others
5. Demonstrated skill in reading, comprehending, and following complex oral and written instructions
6. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations

7. Possession of a forklift certification or successful completion of a forklift certification course within six months of assuming position
8. Possession of Certified Pool Operator or Aquatic Facility Operator Certification may be required.
9. Possession of First Aid and AED certifications may be required.

OR

An equivalent combination of education and experience

P. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks, in order to perform the essential functions.

Q. Knowledge, Skills & Abilities

15. Knowledge of trade procedures, equipment, tools, supplies and staffing commonly used to support the installation, maintenance and repair of building and campus infrastructure systems, tools, vehicles and equipment
16. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations
17. Knowledge of energy efficiency measures and ability to appropriately escalate opportunities for improvement
18. Skill in assessing conditions and standards of building and infrastructure systems, tools, vehicles and equipment
19. Skill in working cooperatively as part of a customer service team
20. Skill in reading and comprehending complex instructions, blueprints and directions, Materials Safety Data Sheets (MSDS)
21. Ability to follow complex oral and written instructions
22. Skill in assessing, directing, scheduling and monitoring the work of others, as well as developing and delivering training
23. Skill in using a computer, telephone system, radio communication system, and standard office equipment to enter, modify and retrieve data
24. Skill in safe operation and handling of tools, equipment and supplies including driving a motor vehicle.
11. Ability to obtain forklift certification
12. Ability to perform moderate to heavy physical labor on a sustained basis
13. Skill in setting up, maintaining, and evaluating detailed records
14. Ability to communicate effectively with people at various levels within the organization who are diverse in their cultures, language groups and abilities

GENERIC POSITION DESCRIPTION

CHIEF ENGINEER

A Classified Position
Grade II – Salary Schedule 70

N. General Statement

The Chief Engineer performs foreman-level maintenance work with responsibility for oversight of college campus engineering operations. The work requires comprehensive technical knowledge of college campus building and infrastructure systems including structural, building envelope, wall/floor/ceiling, electrical, telecom/datacom, mechanical, plumbing, access controls, life safety, and vertical transportation, swimming pools and water features / fountains. Interaction with the public is extensive, primarily involving department and outside staff, vendors and contractors for the purpose of exchanging information pertaining to project assessment, procedures, materials and timelines. A high degree of independent judgment and creativity is required to follow and modify standard, prescribed trade techniques to troubleshoot, complete given assignments, plan, schedule and monitor the work of staff, and to resolve minor and some major problems that arise. Consequences of errors in judgment can be costly in materials, public relations, public health and/or safety, and in employee time.

O. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Directs and manages the workloads and schedules of senior maintenance engineers, maintenance engineers, and utility engineers, including assessing their skills, abilities, safe work practices and identifying their training needs
2. Assists in developing and delivering appropriate training programs
3. Fosters teamwork and camaraderie toward common goals, while working alongside engineers in a leadership role
4. Assists the campus facilities manager in evaluating the performance of staff
5. Performs routine maintenance and repair of facilities, including responding to trouble calls and emergencies
6. Oversees the maintenance and repair of facilities by staff and vendors
7. Inspects facilities for performance verification and quality control
8. Exchanges information with management staff about operations and special projects
9. Participates in minor remodeling of facilities by estimating labor, material and equipment requirements and coordinating staff to perform the work and participating in doing the work
10. Coordinates approved vendors/contractors and escalates maintenance and operations requirements appropriately
11. Coordinates workloads with grounds and custodial staff and provides leadership to campus engineering and other facilities staff
12. Ensure integrity of maintenance supplies and equipment inventory

13. Exchange information with administrators, management and other staff on engineering operations and special projects
14. Ensure facility compliance with applicable codes, regulations and standard operating procedures
15. Review plans and specifications for new construction and remodeling for compliance with District Standards, standard operating procedures, materials, finishes, and potential conflicts.
16. Coordinate work effort of other staff and outside vendors to ensure timely accomplishment of projects
17. Assist in the preparation and management of the engineering discretionary budget
18. Uses a computer and computer software to communicate with constituents, document procedures, protocols and other relevant communication
19. Enter, modify and retrieve data related to maintenance schedules, equipment and supply usage and inventory, and other data; track expenses, estimate special projects, create schedules, and obtain information
20. May oversee swimming pool operation including monitor, diagnose, troubleshoot and perform skilled repairs and general maintenance on aquatic chemical & electrical systems, pumps and motors, circulation systems, concrete and tile. Responsible to oversee preventative maintenance for pumps, suction lines, drains, piping, valves, skimmer traps and flow control switches of each system; meets with contractors, reviews, inspects preventative maintenance or repair work in progress; Oversees water quality testing and adjusts pool water chemistry, interpret gauges, flow meters, and monitoring equipment; maintains operational and recirculation efficiency of various filters and filter media systems;
21. Identify energy/process efficiency opportunities and assists in evaluation of appropriate measures to improve efficiency, effectiveness and safety
22. Performs other related duties as assigned

R. Requirements

1. Graduation from high school and completion of a recognized journeyman program in building maintenance
2. Successful experience of increasing responsibility in a complex facilities environment that has included work with a variety of building and infrastructure systems, tools, and vehicle and equipment installation, maintenance, and repair
3. Skill in communicating effectively with people of diverse cultures, language groups, and abilities
4. Skill in training and directing the work of others
5. Skill in budget management
6. Skill in the use of a variety of software to prepare spreadsheets, correspondence, and other written materials
7. Skill in using Building management systems and other technologies and techniques to monitor and control systems and buildings as appropriate.
8. Demonstrated skill in reading, comprehending, and following complex oral and written instructions
9. Successful completion of coursework, a seminar, or workshop on supervision or management from an acceptable institution within six months of assuming position
10. Possession of a valid California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle on campus and to off-campus locations
11. Possession of a forklift certification or successful completion of a forklift certification course within six months of assuming position
12. Possession of Certified Pool Operator or Aquatic Facility Operator Certification may be required.
13. Possession of First Aid and AED certifications may be required.

OR
An equivalent combination of education and experience

S. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; ability to sit at a workstation and use a computer for periods of time while performing office-related functions; interacting with individuals and small groups; demonstrated skill in reading and comprehending complex instructions; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks, in order to perform the essential functions.

T. Knowledge, Skills & Abilities

1. Knowledge of materials, equipment, tools and terminology used in building maintenance work
2. Knowledge of building, system, safety and other applicable codes and standards
3. Knowledge of building and infrastructure systems, including: structural, building envelope, roofing, building monitoring, control, access controls, life safety, electrical, mechanical, plumbing, telecom/datacom, interior floor/wall/ceiling, and vertical transportation systems
4. Knowledge of basic electrical, carpentry, welding, and mechanical principles and procedures
5. Working knowledge of computer applications including Word, Excel, Access, Project, PowerPoint, Outlook, AutoCAD, and the internet
6. Knowledge of energy efficiency measures and ability to appropriately escalate opportunities for improvement
7. Knowledge of the methods, materials, and equipment required for the operation of community swimming pools.
8. Knowledge of safe handling techniques of hazardous chemicals and materials. Knowledge of occupational health and safety regulations and procedures.
9. Exceptional organizational and communication skills and attention to detail
10. Skill in managing discretionary budgets
11. Skill in handling emergency situations
12. Skill in understanding and giving oral and written instructions and directions
13. Skill in assessing engineering staff abilities, organizing workloads and schedules
14. Skill in communicating respectfully and effectively with people at various levels within and outside of the organization who are diverse in cultures, language groups and abilities
15. Skill in reading and comprehending complex instructions, blueprints and directions, and Materials Safety Data Sheets
16. Skill in assessing completed work for standard of quality
17. Abilities necessary to oversee the maintenance engineering operations of a college campus
18. Ability to ensure compliance with all mandated CAL/OSHA safety provisions in the course of work
19. Ability to perform heavy labor
20. Ability to perform routine technical functions in the repair and maintenance of college campus building and infrastructure systems
21. Ability to work independently and prioritize jobs
22. Ability to use required tools and equipment skillfully and safely
23. Ability to keep/maintain work records in an organized manner
24. Ability to work independently under minimum supervision

25. Ability to follow instructions
26. Ability to obtain forklift certification

(11/2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

POSITION DESCRIPTION

CAMPUS FACILITIES OPERATIONS TECHNICIAN

A Classified Position
Grade 31A—Salary Schedule 60

P. General Statement

The Campus Facilities Operations Technician (CFOT) performs senior-level administrative and technical support for the Facilities Planning, Maintenance and Operations Department with an expectation of resolving problems and making independent decisions with minimum supervision. The Campus Facilities Operations Technician exercises independent judgment while initiating and coordinating office procedures, within specified timelines, to provide necessary support, analyze situations accurately, and take appropriate action in identifying problems and recommending solutions. Under direction, the employee uses a variety of databases and computer software to retrieve, dispatch, and complete online facilities service requests. The employee is also responsible to program and facilities management, energy information and access control systems, facilities and site / infrastructure mapping, and physical asset management systems. Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and technical skill is required within the scope of the assignment, to interpret and apply policies and prescribed procedures for the resolution of frequent minor and occasional major problems that arise. Consequences of errors in judgment could be costly in public relations, staff and employee time; however supervisory controls limit the risk of serious errors. Campus Facilities Operations Technicians; they may lead the work of other clerical staff and student assistants as assigned.

Q. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with college staff and others regarding college and district services, as well as to provide and/or interpret operating policies and procedures, projects, timelines, and other operational matters.

2. Receives, screens, and assigns reactive and preventative maintenance service requests utilizing a work order management database program and performs appropriate follow-up regarding the status of service requests, provides resources for work processes, and delegates responsibilities to line staff to facilitate daily work to meet the ever demanding needs of the campus.
3. Schedules and building equipment and lighting systems utilizing web-based facilities management software (FMS/EIS, InSite, ONUMA,); programs access control devices and schedules building access control systems utilizing a web-based software program (AMAG); and programs and updates communications devices.
4. Provides administrative, technical, and resource support to department supervisors and Facilities staff, including screening telephone and in-person inquiries and making referrals to appropriate college or department staff.
5. Confers with supervisory and other staff regarding special event set-ups, overtime assignments, scheduled and non-scheduled absences, collection of operational data for departmental reports, and development of short and long-range plans for department services.
6. Attends meetings and other events to obtain and provide current information, as well as to meet with management and other staff to plan projects and workloads.
7. Schedules meetings, compiles items and materials for meeting agendas and packets and takes and transcribes meeting minutes as assigned.
8. Uses a database and a variety of spreadsheet and other computer software to compile data for a variety of special and regular reports and to set up, track and maintain a wide variety of data and files, including tracking staff attendance and recording staff overtime for college and special events, tracking space inventory, processing key requests, tracking utility meter readings, staff training data base for OSHA compliance, maintaining department vehicle and equipment status and assignments, and tracking status reports of department operations.
9. Compiles, verifies, and submits monthly payroll information including overtime, absence affidavits, for all department employees.
10. Composes and prepares correspondence, memoranda, report narratives, meeting minutes, and other materials from original ideas or with minimal guidance or direction.
11. Uses standard software applications to prepare correspondence, reports, surveys, presentations, brochures, special projects, contracts, agendas and meeting minutes, and to design and/or to update an area web site.
12. Sets up and maintains online and manual files of personnel, projects, service requests, supplies and equipment, inventory, budget activities, contractor information, and other data as assigned.
13. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff.

14. Researches and compiles data for a variety of special and regular reports, including entering annual funding proposals and space inventory for submission to the State Chancellor's Office, entering and submitting the annual waste diversion report, etc.
15. Performs administrative unit budget maintenance, using the US Bank and BANNER software systems, including assisting and providing coordination with budget development, processing budget transfers and expenditure journals, processing invoices and credit card charges, and processing petty cash disbursements.

16. Sorts and distributes administrative unit mail.
17. Performs other related duties as assigned.

U. Requirements

1. An Associate degree in accounting, business administration, project management, project administration or a closely related field.
2. Successful complex clerical and technical software operations experience of increasing responsibility.
3. Extensive public contact experience with people of diverse cultures, language groups and abilities.
4. Experience with the organization and implementation of various complex office procedures and forms.
5. Experience with training and leading the work of others.
6. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials, as well as to track, compile data for, format and prepare reports on financial documentation.
7. Experience with the use of a variety of technical software applications related to facilities management and building operation.
8. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports.
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently.
10. Demonstrated skill in working as part of a customer service team.

OR

An equivalent combination of education and experience.

V. Physical/Other Requirements

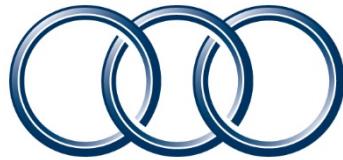
This classification requires attention to detail; accurate work under deadline and other pressure; visual data comparison and visual acuity; patience, tact, discretion and sensitivity; oral and written communication; problem solving and troubleshooting system failures; sitting for long periods; pushing, pulling and reaching overhead; diffusing anger; good memory; directing others; lifting office supplies up to 50 pounds (Case of paper), flexibility and adaptability in order to perform the essential functions.

W. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications.
2. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making. Ability to make good decisions as appropriate.

3. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management system.
4. Skill in use and knowledge of technical facilities management systems or systems of equivalent complexity. Examples include, computer driven work order systems (ONUMA), facility management systems (Schneider), lighting controls systems (Schneider, Wattstopper, Leutron), and access control systems (AMAG).
5. Skill in budget planning, implementation, evaluation, and reporting. Knowledge of general accounting procedures used for accounts payable and receivable, journals, balancing, and reporting.
- 6.
7. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities.
8. Skill in oral communication, including public speaking and giving clear and concise instructions.
9. Skill in written communication.
10. Skill in training and leading the work of others.
11. Ability to work effectively as part of a management team.
12. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files.
13. Ability to work effectively as part of a customer service team.
14. General understanding of how buildings function and general physical plant infrastructure.

(7/2016)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

POSITION DESCRIPTION

SUPERVISOR OF CUSTODIAL OPERATIONS

A. General Statement

This is skilled labor at the supervisory level involved in the planning, supervision, coordination and evaluation of custodial maintenance services. Under direction, the employee is responsible for planning, prioritizing, assigning and evaluating a variety of workload and assignments to custodial staff, and for evaluating the work of staff as required. Public contact is extensive, primarily involving department and College staff, but including vendors, contractors and related business representatives for the purpose of exchanging information related to facilities set-up; special event planning; safety; supply inventory and orders; and a variety of other issues. A moderate to high degree of independent judgment is required to plan the use of resources, develop priorities, assess employee skills, coordinate team and individual projects and evaluate outcomes. Consequences of errors in judgment could be costly in employee time, public relations and in money; however serious consequences are limited by management controls. The Supervisor - Custodial Operations can direct the work of custodial, student assistants, volunteers and others as assigned.

B. Examples of Essential Functions

A Supervisor of Custodial Operations

1. exchanges information with department managers, lead personnel and other staff to plan, prioritize, coordinate and evaluate such issues as: routine and special work orders, priorities and work schedules; facilities set-up and event planning; staffing, supply, equipment and other resources; safety procedures, policies, equipment, safety training and skills updating; performance standards and evaluation; use of available budget; new employee selection, training and skills assessment; installation, repairs, and needed facility modifications; contractor and vendor projects, and a variety of other issues; attends workshops, conference, meetings and participates in other activities to obtain and share current information;
2. trains, schedules, supervises and evaluates the work of custodial, staff as assigned; participates in the selection of new employees; assists other management staff in skills assessment activities as assigned; trains staff on, and promotes compliance with safety policies, procedures and use of safety equipment and supplies; establishes employee performance standards and evaluation techniques in conjunction with other management staff;
3. drives a motor vehicle to pick up and deliver staff, materials, equipment and supplies as needed;

4. inspects work sites to assure desired quality of delivered services;
5. plans for and estimates needed resources, such as equipment and supplies; directs and participates in the inventory of department supplies and in conjunction with other department staff; sets up and maintains records and files of equipment and supply usage, required maintenance, inventory, required safety procedures, employee work schedules and job assignments, facility locations and unique cleaning and a variety of other documentation;
6. enters, modifies and retrieves online data; sets up and maintains online logs, inventory, cleaning and repair schedules, and a variety of other information; uses a database and/or a variety of software to produce reports as assigned;
7. develops specifications for the purchase of custodial equipment and supplies; confers with other management staff regarding the sharing of districtwide resources;

C. Non-essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

	Training Guidelines
1. Knowledge of common custodial maintenance equipment, tools, supplies, and routine maintenance procedures.	1. Job experience; special courses; job training.
2. Knowledge of safety procedures, equipment and techniques related to custodial work.	2. Job experience; special courses.
3. Skill in directing, coordinating and evaluating the work of others, including establishment of performance standards.	3. Job experience; special courses.
4. Skill in workload and project planning, prioritizing and outcome evaluation.	4. Job experience; special courses.
5. Skill in motivating and leading efficient and effective customer service and quality-oriented work teams.	5. Job experience; special courses.
6. Skill in communicating respectfully and sensitively with people of diverse cultures, language groups and abilities.	6. Job experience; life experience.
7. Skill in using a computer to enter, modify and retrieve data.	7. Special courses; job experience; job training.
8. Skill in oral communication, including giving clear and concise instructions.	8. Special courses; job experience.
9. Skill in written communication.	9. Basic education courses; special courses.
10. Skill in multi-tasking to meet established deadlines.	10. Job experience; special courses.
11. Ability to work effectively as part of a management team.	11. Job experience; special courses.

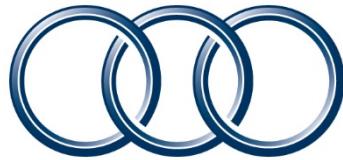
E. Physical/Other Requirements

This classification requires oral communication with individuals and groups, including persuasive communication; visual comparison; listening; interpretation of data to draw conclusions; climbing ladders and stairs; bending; pulling; pushing; moving moderate to heavy objects; reaching overhead; stooping; exposure to fumes, changing weather conditions, dust and other environmental factors; exposure to chemicals; manual dexterity; operating a motor vehicle; attention to details; and flexibility in order to perform the essential functions.

F. Education and Experience

This classification requires a combination of education and experience equivalent to successful custodial maintenance experience of increasing responsibility that has included use of commonly-used equipment, tools, solvents, and other supplies; demonstrated skill in the use of safety and sanitary equipment and procedures; extensive public contact with people of diverse cultures, language groups and abilities; leading or directing the work of others; demonstrated skill in preparing and following oral and written instructions and directions; use of a computer to enter, modify and retrieve data; and completion of a training course in custodial maintenance. Possession of a valid California Driver's License and the ability to drive a motor vehicle are required.

(Rev. July 2014)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

POSITION DESCRIPTION

FACILITIES MANAGER

General Statement

This is professional work at the supervisory level involved in planning, implementing and evaluating College-based facilities sites, operations and services as part of a centrally administered facilities department. Under direction, the position manages on-site custodial, maintenance and grounds operations and services, planning and program implementation. Public contact is extensive and includes department, on-site and District staff, vendors, contractors, governmental agencies, business and community representatives for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to analyze and interpret complex regulations and procedures to develop strategic and other plans, evaluate operational effectiveness and resolve frequent minor and major problems that occur. Consequences of errors in judgment could be costly in safety, employee time and money. A Supervisor of Campus Facilities can direct the work of supervisory and other staff, and student assistants as assigned.

Examples of Essential Functions

A Facilities Manager:

exchanges information with department and other staff, contractors, vendors, business and community representatives, other educational institutions, compliance and governmental agencies, students and the general public regarding facilities services, operations, staffing, event planning, workload priorities, timelines, equipment and required materials, surveys, safety and preventative issues, regulations, policies and related procedures; confers with management staff to strategically plan new and modified department services, staffing and operations; drives a motor vehicle to off-site locations to attend meetings, workshops and other activities to obtain current information; makes presentations to small and large groups on a variety of department services;

selects, trains, supervises and evaluates the work of supervisory and other staff in custodial, maintenance, grounds and clerical positions; makes recommendations for changes to staffing levels, service delivery priorities and program design; schedules staff work assignments for special and regular projects, in conjunction with other staff; plans, schedules and evaluates staff training on safety, preventative maintenance, licensing and other topics;

plans and implements repair, maintenance and construction projects for the campus; ensures that routine work and special projects are properly completed; maintains contact with campus community regarding maintenance requests; inspects facilities and equipment; recommends and implements modifications and new purchases; implements safety and compliance agency requirements for a variety of custodial, maintenance, grounds and facilities projects and services;

works with supervisory and management staff to develop, implement and monitor standards and procedures for facilities planning, construction, renovation projects, cost and schedule controls, and plan reviews; monitors the work of architects, engineers, inspectors and other consultants;

plans, sets up and maintains department budget; projects costs for special and regular projects; compiles financial data for, formats, and prepares reports;

uses spreadsheets and a variety of other computer software to set up and track budget expenditures, cost estimates, inventory, maintenance and usage documentation, and other data related to facilities maintenance, operations, equipment, supplies, specifications, contractors, vendors and safety;

plans and implements bid processes for painting, roofing, paving, plumbing, mechanical, electrical, conservation, hazardous waste, utilities, disaster preparedness, custodial, landscaping, and related programs;

Nonessential Functions

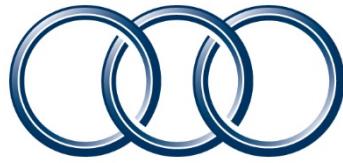
Performs other related duties as assigned.

Physical/Other Requirements

This classification requires multi-tasking;

Education and Experience

This classification requires a combination of education and experience equivalent to a Bachelor's degree in engineering, architecture, construction management or a closely related field, and successful, journey-level work and supervisory experience in building maintenance, grounds maintenance and/or custodial services that has included: working knowledge of custodial operations, grounds maintenance operations, and building/infrastructure systems maintenance; budgeting and project planning, coordination and implementation; directing and evaluating the work of others; demonstrated skill in working effectively as part of a team with people of diverse cultures, language groups and abilities; oral and written communication; use of a variety of computer software; demonstrated knowledge of building codes and standards, safety and environmental regulations, bid processes, and project proposal development. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations is also required.



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

POSITION DESCRIPTION

FACILITIES / PUBLIC SAFETY BUSINESS MANAGER

A. General Statement

Under the general direction of the Vice Chancellor of Facilities Planning, Maintenance & Operations conduct professional work at the District action level. This includes but is not limited to facilities planning, capital construction, renovation, scheduling, and maintenance research projects, as well as coordination of a wide variety of complex analytical projects and assignments for the District service area. Under direction, the employee researches, evaluates, analyzes, formats data and makes recommendations for the initiation, modification and implementation of a variety of organizational programs and services. Public contact is extensive and involves staff at various levels within the organization, legal counsel, other educational institutions, governmental, funding and compliance agencies, students and the general public, for the purpose of exchanging technical, public relations and other information. A high degree of independent judgment and creativity are required to select and analyze data in order to draw conclusions, make original recommendations, writes Board reports; and resolve a variety of minor and potentially major problems that occur. Consequences of errors in judgment can be costly in employee safety, time, public relations and/or institution funding; however, administrative and policy controls limit the risk of serious consequences. A Facilities / Public Safety Business Officer can direct the work of paraprofessional, clerical and other staff as assigned.

B. Examples of Essential Functions

A Facilities / Public Safety Business Manager

1. exchanges information with District staff, students, legal counsel, auditors, vendors, contractors, outside organizations, governmental and compliance agencies, community and business representatives, and other jurisdictions, concerning policies and procedures related to Facilities Planning, Maintenance & Operations, Public Safety and capital construction finance, budget development, payroll, contracts, audits, reports and other matters; confers with senior management staff to strategically plan finance and budget projections, expenditures, long-range goals, compliance and reporting requirements, use of facilities, staffing needs, grant applications and procedures, and a variety of other college business services; drives a motor vehicle to off-site locations to attend meetings, workshops and other

events and exchange current information about college business and related operations; makes presentations to senior management and other groups concerning fiscal, business and operational matters;

2. trains, supervises and evaluates the work of Facilities & Public Safety staff in a variety of administrative and financial services functions; makes recommendation for staffing, timelines and workflow; plans, implements and evaluates training, orientation and related activities for staff on topics such as budget planning and prioritization, budget development, expenditure/cost control, uses of a database, report formatting, State Chancellor's Office applications and other subjects; meets with and coordinates departmental and other staff in planning tasks, timelines, procedures and other facets of special and regular projects, and reports;
3. conceptualizes, researches, analyzes, studies, surveys, compiles and communicates legal, contractual, financial, statistical, and other data for the completion of special and regular reports, surveys, presentations, collective bargaining activities, grievances, and other matters; researches, plans, writes, submits, evaluates and manages applications for outside funding, including grants and other categorical funding sources; tracks and monitors funding requirements, reviews and timelines of various grant applications and other requested funding;
4. reviews, edits and audits forms, applications, fiscal and other reports, evaluations, contracts, agreements, requests for services, and other materials for accuracy and timeliness; uses a variety of spreadsheet, database, project management, and other software to analyze complex statistical, financial and other data in order to draw conclusions, develop proposals and to test probabilities; sets up and maintains database and other online resources of data; provides input into the development and modification of online data formats and record keeping; provides special and regular reports on data collected; statistically-validates a variety of survey tool and other research instruments and research data; makes recommendations for communication and use of research results;
5. sets up, maintains and retrieves file data related to budget history, operational and fiscal trends, expenditure projections, audit recommendations, grants, funding agencies, and other information;

C. Nonessential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

1. Knowledge of the goals, objectives, and business linkages of the college to District fiscal and business policies and procedures.
1. Job experience; job training.

2. Knowledge of basic accounting, finance and budgeting principles and practices, including fund accounting.	2. College courses; job experience.
3. Knowledge of the techniques of budget planning, monitoring, compliance, assessment and reporting.	3. College courses; job experience.
4. Skill in supervising and evaluating the work of others.	4. Job experience; special courses.
5. Skill in research, compiling data for, formatting and effectively presenting complex data for a variety of audiences.	5. College courses; job experience.
6. Skill in use of a variety of computer software to enter, format and present complex financial, statistical and other data.	6. College courses; special courses; job experience.
7. Skill in oral communication, including public speaking.	7. College courses; special courses; job experience.
8. Skill in written communication.	8. College courses; special courses; job experience.
9. Skill in communicating effectively with people at various levels within an organization.	9. Job experience; job training.
10. Skill in communicating respectfully, sensitively and effectively with people who are diverse in their cultures, language groups and abilities.	10. Job experience; life experience.
11. Skill in establishing and maintaining efficient and effective work teams.	11. Job experience; special courses.
12. Ability to multi-task and organize complex, multi-faceted workloads, with attention to detail and timelines.	12. Job experience; college courses.

E. Physical/Other Requirements

This classification requires attention to detail; multi-tasking; work under deadline pressures; visual comparison; detailed mathematical and other data analysis to draw conclusions; public

speaking to small and large groups; patience, tact, flexibility, adaptability; driving a motor vehicle to off-site locations; and manual dexterity; in order to perform the essential functions.

F. Education and Experience

This classification requires a combination of education and experience equivalent to successful work experience of increasing responsibility in budgeting, accounting, business administration or a closely related field, that has included coordination of workloads with people at various levels within an organization; complex data research, analysis and reporting; use of spreadsheets and a variety of computer software to compose and prepare data analysis, reports, summaries, correspondence and other materials; extensive public contact with people of diverse cultures, language groups and abilities; demonstrated skills in oral communication, including public speaking; demonstrated skill in written communication; directing the work of others; project planning, implementation and evaluation; and possession of a Bachelor's degree in business administration (MBA preferred) or a closely related field.

(2013)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

FACILITIES/PUBLIC SAFETY EXECUTIVE ASSISTANT

A Classified Professional Position
Grade 195S – Salary Schedule 40

R. General Statement

Under direction of the Vice Chancellor of Facilities Planning, Maintenance and Operations, Executive Director of Facilities Planning and Operations, and Director of Public Safety, the Facilities/Public Safety Executive Assistant performs complex and specialized clerical and administrative support, including coordinating a wide variety of complex projects and assignments. The Facilities/Public Safety Executive Assistant resolves problems and makes independent decisions with minimal supervision. The Facilities/Public Safety Executive Assistant exercises independent judgment while initiating and coordinating office procedures and timelines in order to provide support for the Facilities and Public Safety Department, analyzes situations accurately, and takes appropriate action in identifying problems and recommending solutions. The employee initiates, implements and coordinates other staff workloads and timelines in order to complete major projects and to provide support for the Department. Public contact is extensive, and involves Governing Board members, the District and State Chancellor's Offices, College and District staff, faculty, students, vendors, other institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment could be costly in public relations, staff and employee time. The Facilities/Public Safety Executive Assistant may lead the work of other clerical staff, volunteers and student assistants as assigned.

S. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

18. Works cooperatively with Facilities and Public Safety Staff to carry out the District's mission, vision, and goals by assisting and overseeing preparation of strategic planning agendas, minutes, and other materials

19. Composes correspondence on own initiative on matters not requiring personal responses of the department leadership and responds to various surveys; prepares information of a confidential nature, including responses to grievances and legal matters, preparation of administrative and staff evaluations, and a variety of other documents.
20. Uses a database and a variety of spreadsheet and other computer software to set up, track and maintain a wide variety of data and files; maintains Facilities and Public Safety Department database management such as staff and student parking permits, training, payroll, absenteeism, injuries, temp employees, detail employees, and contact information; ensure vehicle and equipment database management, analysis and reporting (smog requirements, surplus, and registration).
21. Responds to and assists the department leadership in resolving difficult and sensitive inquiries, complaints and requests for information and assistance; screens mail for crucial and confidential matters requiring immediate attention or referral to other appropriate administrative staff; screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals.
22. Sets up and maintains a complex management calendar for the department, including maintenance of appointment schedules, and making arrangements for special meetings, conferences, and workshops
23. Coordinates comprehensive travel arrangements and prepares and oversees documentation for travel and other requests and reimbursements for the department
24. Coordinate with District staff on expenditures, encumbrances, accounts payable, balances, and reconciliation; monitors budgets for the department and makes recommendations regarding expenditures and allocations; prepares purchase requisitions and completes electronic supply orders; reconciles and allocates procurement card expenses.
25. Sets up and maintains an electronic and manual resource library of historical and current materials related to agency compliance regulations, demographics, personnel, collective bargaining and grievance issues, legal decisions, funding resources and grant requirements, fiscal and budgetary data, market and industry facilities trends, and work order tracking.
26. Plans and coordinates department events and activities in conjunction with other management and staff and provides event and activity support such as planning and scheduling speakers, confirming sites and availability of participants, compiling event materials, and providing follow-up as assigned
27. Uses a variety of financial spreadsheet software application (Oracle Banner & MS Office) for the development and monitoring of Facilities Department budgets to include Fund 1 (Salaries, Benefits, & Operations), Fund 4 (Capital Construction & Scheduled Maintenance), Fund 3 (Parking), and other grant funded facilities projects as required.
28. Coordinates, compiles, organizes, prepares, and oversees the production of agendas, minutes, meeting materials including presentations, calendars, and other materials; maintains official records of agendas and minutes

29. Serves as a liaison and coordinates training, as necessary, for the department with the community and staff, the Northern California Facilities Group consisting of over 17 local Community College Districts, the State Chancellor's Office, Division of State Architect, and County Office for Emergency Services, Labor Organizations such as AFSCME, CSEA, San Mateo County Building and Trades Council, and the like.
30. Maintains and updates Facilities and Public Safety websites.
31. Uses standard software applications to compose and coordinate calendars, correspondence, reports, surveys, presentations, brochures, special projects, grant applications, contracts, agendas and meeting minutes and to design and/or to update an area web site
32. Plans, organizes, coordinates, and directs office workflow and makes workload assignments in the Department, including ensuring that timelines are met, assigning projects, and supervising employee production
33. Works with Human Resources to coordinate the hiring process, including scheduling interviews and contacting references for positions in the Department
34. Trains and leads the work of other administrative support staff in major procedural workloads as assigned, including recommending timelines for submission of work by other staff, reviewing and auditing completed work, and instructing staff on modifications to existing procedures
35. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff.
36. Oversees and maintains critical records and files and inventory of equipment and supplies related to Emergency Preparedness and Response planning for the District; performs monthly AED readiness check at the District Office; performs districtwide UHF radio tests.
37. Performs other related duties as assigned

X. Requirements

1. Bachelor's degree in business administration, office administration, or a closely related field
2. Minimum of five years complex clerical experience of increasing responsibility
3. Experience with extensive public contact with people of diverse cultures, language groups and abilities
4. Experience with the organization and implementation of various complex office procedures and forms
5. Experience with training and leading the work of others
6. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
7. Experience with research and compiling data, formatting, and preparing statistical, financial and other reports
8. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
9. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

Y. Physical/Other Requirements

This classification requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

Z. Knowledge, Skills & Abilities

15. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
16. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
17. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems
18. Skill in respectful, tactful, confidential and sensitive interaction with people who are diverse in their cultures, language groups and abilities
19. Skill in project and event planning
20. Skill in oral communication, including public speaking and giving clear and concise instructions
21. Skill in written communication
22. Skill in training and leading the work of others
23. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
24. Ability to coordinate, anticipate, and resolve workload issues and problems
25. Ability to work effectively as part of a customer service team

(11/2014)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

ENERGY AND SUSTAINABILITY MANAGER

A Classified Professional Position
Grade 190E – Salary Schedule 35

T. General Statement

Under the general direction of the Executive Director of Facilities Planning and Operations, the Energy and Sustainability Manager is responsible for Districtwide energy management and sustainability initiatives. The Energy and Sustainability Manager focuses on five key areas; 1) Sustainable Facilities Management and Operations; 2) Green Building and Sustainable Design Integration; 3) Energy and Utility Analysis and Reporting; 4) Communications and Outreach, and; 5) Program development, administration and oversight. A high degree of independent judgment and creativity is required to develop and implement complex initiatives with multiple stakeholders. Consequences of errors in judgment will be costly in loss of staff and student productivity, safe and comfortable working and learning environments and critical data to insure efficient operations, particularly in terms of energy and utility consumption. Public contact is extensive, with staff, colleagues and the community for the purpose of providing information, assistance, advice, and appropriate support. The Energy and Sustainability Manager can direct the work of student assistants, interns, and other staff as assigned. This position requires an individual with excellent scheduling abilities, the ability to utilize independent judgment to perform technical and analytical studies of energy usage and electrical demand; a customer-service driven work ethic, good communication and organizational skills, and the ability to remain focused with little or no direct supervision. Knowledge in development, implementation, use, and calibration of complex facility and energy management systems is a basic requirement for this position.

U. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Oversees the full life cycle (identification thru verification) of energy, sustainability, efficiency, conservation and other utility conservation and management efforts.
2. Supports Facilities Planning, Maintenance and Operations (FPMO) staff in developing and implementing operational improvement strategies.

3. Serves as the District's in-house technical expert and research analyst on utility services, energy consumption, resource reduction and renewable energy sources.
4. Advocates for District's sustainability initiatives and energy efficiency projects and goals during capital and operational project development and implementation.
5. Consults with architects, engineers, builders and other departments to incorporate the District's standards on energy efficiency and sustainability; Serves as an advisor on application and administration of sustainable design standards.
6. Works internally and externally to identify and procure professional services for energy and sustainability oriented efforts; insures alignment of District planning strategies and building program implementation.
7. Oversees development and implementation of technical specifications for resource conservation projects and programs; oversees conservation measures and facilitates project development; develops conceptual estimates of project costs, payback periods, and return on investment.
8. Assists in the proper management, maintenance and service of the District Energy Information System infrastructure and software systems, Electrical Vehicle Charging stations, and other essential equipment, components and materials.
9. Assists in negotiations with public utility companies, the California Energy Commission, contractors, and consultants to obtain the best pricing possible on fuel sources.
10. Helps develop the basis for the annual utility budgets; tracks energy consumption of buildings Districtwide; records the impact of energy and greenhouse gas reduction measures; assists in monitoring and analysis of utility billing records, including invoices.
11. Prepares and presents administrative, statistical, analytical and narrative reports as well as recommendations relating to energy efficiency, waste reduction and sustainability programs; conducts additional research as necessary; makes recommendations on findings.
12. Represents the Facilities Planning, Maintenance and Operations Department regarding energy and sustainability matters in discussions/meetings with Federal, State, regional, local entities and the public; assists in formulating policy related to energy resources and procurement; serves on committees and task forces both within the department and with local, state and national agencies and organizations as appropriate.
13. Serves as Chair of the Districtwide Sustainability Committee; District-wide point person for sustainability initiatives and primary liaison between District and Campus Sustainability Committees; coordinates campus sustainability committees' combined efforts; tracks progress against sustainability plan goals; works closely with members of the college community on issues related to energy management, energy conservation, and sustainability.
14. Oversees District Sustainability Initiatives, including: Energy Management Strategy, Storm Water Management Program, Water Efficiency Program, Climate Action Planning, Campus Sustainability Plan Implementation, Solid Waste Reduction Programs, Transportation Management Program, and other initiatives as identified.
15. Assures that the District participates in available grants and utility company incentive and rebate programs; tracks grants, incentives and rebates received and administers the incentive application process
16. Other Duties as assigned

V. Requirements

This classification requires a Bachelor's Degree with major course work in mechanical or electrical engineering, computer science, energy management or related field, or two years of energy audit or energy management program development and administration experience, with at least one year of that experience working with commercial/industrial/educational customers or equivalent energy use analysis experience preferred. Leadership in Energy and Environmental Design (LEED) certification preferred. Previous experience in an educational setting with responsibility for sustainability planning and / or energy efficiency, with demonstrated communication and consensus building in participatory governance environment.

W. Physical/Other Requirements

This classification requires sustained physical activity indoors and outdoors with exposure to climate changes, chemicals, odors and fumes; bending, stooping, kneeling, climbing ladders and stairs; working on elevated platforms; pushing, pulling, moving moderate to heavy objects; visual comparison; reading and comprehending written and oral instructions and directions; attention to detail; flexibility; adaptability; manual dexterity; operating electrical and mechanical equipment; good memory; standing for long periods; walking; interacting with individuals and small and large groups; possession of a valid California Driver's License and the ability to safely drive a motor vehicle in the performance of assigned tasks in order to perform the essential functions.

X. Knowledge, Skills & Abilities

1. Knowledge of the principles of electricity, energy conservation practices and measures that would apply to commercial, industrial, residential and public customers; principles of heat and heat transfer; general industrial processes involving heating, cooling and process heat; construction and building lighting and HVAC systems; alternative energy sources;
2. Knowledge of relevant Federal, State and local rules, regulations and codes related to energy consumption and conservation;
3. Knowledge of utility economics; analytical techniques used in economic analysis; energy auditing and management and energy equipment, products and services;
4. Knowledge of the safety procedures, terminology, equipment and supplies applicable to installation, maintenance and repair operations.
5. Knowledge of automated facility management systems and supporting equipment; building operating principles;
6. Skill in assessing operating conditions, efficiency, and applicable standards relative to building and infrastructure systems, tools, vehicles and equipment.
7. Skill in working cooperatively as part of a customer service team.
8. Skill in reading and comprehending complex instructions, blueprints and directions;
9. Skill in using a computer, telephone system, radio communication system, and standard office

equipment to enter, modify and retrieve data.

10. Skill in setting up, maintaining, and evaluating detailed records, graphs, bar charts.
11. Ability to perform moderate to heavy physical labor on a sustained basis.
12. Ability to communicate effectively both orally and in writing with people at various levels within the organization who are diverse in their cultures, language groups and abilities.
13. Ability to utilize independent judgment to perform technical and analytical studies of energy usage and electrical demand.
14. Ability to conduct energy audits; interpret and apply regulations and standards related to energy conservation measures.

(03/2015)



Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

UTILITY AND SUSTAINABILITY SPECIALIST

A Classified Position
Grade 21 – Salary Schedule 60

Y. General Statement

Under the direction of the Energy and Sustainability Manager, the Utility and Sustainability Specialist performs support functions for Districtwide conservation and sustainability initiatives. Public contact is extensive, and involves College and District staff, students and administration. The Utility and Sustainability Specialist will also participate in the Districtwide Sustainability committee and act as a liaison for the Facilities team with various community stakeholders. A moderate degree of independent judgement and creativity is required to resolve many minor and occasional major problems that arise. The Utility and Sustainability Specialist can train and lead the work of interns, student assistants, and other staff as assigned. A successful candidate will have a proven track record in sustainability program and project management, a propensity for effective team work and exceptional capacity to work with limited supervision on high visibility projects and efforts.

Z. Duties & Responsibilities

- 1) Provides technical support for activities and projects related to resource conservation and sustainability initiatives.
- 2) Initiates, communicates and tracks a wide range of sustainability efforts in coordination with strategic objectives
- 3) Effectively communicates technical terms and complex programs in simple terms through various media
- 4) Generates reports, articles, presentations and other education and outreach materials
- 5) Conducts data analysis and thorough research to support sustainability initiatives
- 6) Regularly updates and maintains planning documents and program accomplishments
- 7) Develops transition plans and creates replicable systems across the District and to serve the wider Community College System
- 8) Assists in identifying energy, water and solid waste conservation opportunities and implementing appropriate projects
- 9) Supports Facilities Planning Maintenance and Operations' commitment to continuous improvement, efficiency and providing premier learning environments
- 10) Performs other related duties as assigned

AA. Requirements

1. Graduation from high school and college courses in environmental studies, engineering, business administration, or a closely related field
2. Minimum of one year of sustainability project/program management experience
3. Experience with extensive public contact with people of diverse cultures, language groups and abilities
4. Experience in a matrix environment including exposure to complex office procedures
5. Experience collaborating with others, including students
6. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, web content and other materials
7. Experience with research and compiling data, formatting, and preparing statistical, financial and other reports
8. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
9. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

BB. Preferred Qualifications

Bachelor's degree is preferred

CC. Physical/Other Requirements

This classification requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

DD. Knowledge, Skills & Abilities

26. Knowledge of energy, water, waste and other utility efficiency procedures
27. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
28. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems
29. Skill in respectful, tactful, confidential and sensitive interaction with people who are diverse in their cultures, language groups and abilities
30. Skill in project and program management
31. Skill in oral communication, including public speaking to a variety of audiences
32. Skill in written and graphical communication and in multiple media formats
33. Skill in training and leading volunteers and junior level staff

34. Skill in organizing data, setting up, tracking and maintaining data in electronic files
35. Ability to coordinate, anticipate, and resolve workload issues and problems
36. Ability to work effectively as part of a customer service team

(5/2015)



Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

FACILITIES SYSTEMS MANAGER

A. General Statement

This is technical work at the professional level providing technical support services to ensure facility support systems are accessible to and functioning as designed to fulfill the requirements of the facilities team. Under general direction, a Systems Manager is responsible for overseeing selection and implementation of systems, reprogramming and refining programming as needed to effectively support operational requirements, maintaining facilities team member access credentials to support systems, ensuring adequate training and retraining is provided for team members to effectively utilize such systems and facilitate or provide technical assistance, as needed, to the facilities staff. A high degree of independent judgment and creativity is required to resolve many minor and major problems when they occur. Consequences of errors in judgment will be costly in loss of essential systems used to support facilities operations, staff and student productivity, safe and comfortable working and learning environments and critical data to ensure efficient operations, particularly in terms of energy and utility consumption. Public contact is moderate to extensive, primarily with staff, and for the purpose of providing technical assistance and advice. The Systems Manager can direct the work of student assistants and other staff as assigned. This position requires an individual with excellent scheduling abilities, a customer-service driven work ethic, good communication and organizational skills, and the ability to remain focused with little or no direct supervision.

Primary systems for which the systems manager is responsible include; fire / life safety systems, and Building Automation Systems (BAS), Energy Information System (EIS), Onuma database system, Facilities Utilization, Space Inventory Options Net (FUSION) database, Access Controls and Alarm Monitoring (ACAMS) and other systems to support the effective, safe and efficient operation of the College and District physical plants.

B. Essential Functions

Duties may include, but are not limited to, the following:

1. Communicates effectively with staff at all levels throughout the Colleges and District Office regarding major technology initiatives;
2. Provide technical services to the District on a variety of facility support system needs; assists in the development of vendor RFPs, service agreements and procurements.
3. Participates in the design and planning, and administers the installation of, all new construction or renovations with regard to facility support systems, ensuring consistent nomenclature and programming and to include recommendations for changes to existing systems.
4. Investigates and troubleshoots problems with facility support systems and develops plans for additional upgrades or improvements. Contacts vendor provided support when necessary and ensures that problems are resolved in a timely manner;
5. Ensures systems are optimized, team members' access credentials are maintained, and systems are programmed appropriately to best support facilities operations.
6. Monitors system licenses, service contracts, and support infrastructure such as servers, operating systems and the like. Makes recommendations and oversees necessary replacements, upgrades, and reprogramming as needed.
7. Serves as primary point of contact for vendors and contractors supporting and servicing facility support systems.
8. Provides extensive technical support and assistance to other technical staff; provides training as required to other technical staff and user personnel.

C. Non-Essential Functions

1. Performs other related duties as assigned.

D. Knowledge, Skills and Abilities

Training Guidelines

1. Skilled in analyzing system problems, and identifying and expediently resolving. 1. Job experience; special courses
2. Skills / Experience in using a wide range of diverse physical plant applications. Examples of systems are: fire / life safety systems, building automation. energy management, help desk, facilities utilization, Space Inventory, Access Controls and Alarm Monitoring (ACAMS) and video surveillance systems. 2. Job experience; special courses

3. Ability to quickly learn new technical skills and to maintain the currency of acquired technical skills.	3. No guidelines
4. Skill in effectively training non-technical personnel in technical areas and subjects.	4. No guidelines
5. Skill in written and oral communication.	5. Special courses; job experience
6. Skill in communicating efficiently and effectively with persons of varying cultures and language groups.	6. No guidelines; job experience
Knowledge of materials, equipment, tools and terminology used in building maintenance work. Special courses; job experience; job training	
Knowledge of Building Management Systems controls and procedures. Special courses; job experience; job training	
Skill in understanding and giving oral and written instructions and directions.	Job experience; job training
Ability to prepare correspondence to outside agencies and vendors.	Special courses; job experience
Ability to keep/maintain work records in an organized manner.	Special courses; job experience; job training
Ability to work independently under minimum supervision.	Job experience; life experience
Ability to prioritize jobs and develop schedules.	Job experience; life experience Special courses; job experience; job training
Ability to maintain cooperative relationships with those contacted in the course of duty.	Job experience; life experience
Ability to drive maintenance vehicles.	Special courses; life experience
Ability to interface with administrators, Public, State, and Federal inspectors.	Special courses; job experience; life experience
Ability to work from drawings, sketches, and	Special courses; job experience; job training

blueprints.

Ability to assess completed work for standard of quality. Special courses; job experience

E. Physical Requirements

F. Education and Experience

This position requires a combination of education and experience equivalent to completion of an Bachelor's Degree with a major related to Project or Facilities Management, Computer Science, Information Systems, or Network Technology or an equivalent combination of education and experience which is required for successful job performance.

Possession of a California driver's license is required.



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

ADMINISTRATIVE ASSISTANT

A Classified Position
Grade 27 – Salary Schedule 60

AA. General Statement

The Administrative Assistant performs difficult and specialized clerical and administrative support for senior administrative staff with an expectation of resolving problems and making independent decisions with minimum supervision. The Administrative Assistant exercises independent judgment while initiating and coordinating office procedures and timelines in order to provide support for administrative unit, analyzes situations accurately, and takes appropriate action in identifying problems and recommending solutions. Under direction, the employee initiates, implements and coordinates other staff workloads and timelines in order to complete major projects and to provide support for various senior administrative unit services. Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment could be costly in public relations, staff and employee time. Administrative Assistants can lead the work of other clerical staff, volunteers and student assistants as assigned.

BB. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

38. Exchanges information with college staff and others regarding college and district services, as well as to provide and/or interpret operating policies, and procedures

39. Serves as liaison between various division and department staff, other college offices and district departments for a variety of procedures or issues

40. Screens calls, visitors and electronic inquiries to provide policy and procedural information and/or to take messages and make appropriate referrals
41. Sets up and maintains a complex management calendar
42. Plans and coordinates administrative unit and college-wide events and activities in conjunction with other management and staff and provides event and activity support such as planning and scheduling speakers, confirming sites and availability of participants, compiling event materials, and providing follow-up as assigned
43. Attends meetings and other events to obtain and provide current information, as well as to meet with management and other staff to plan projects and workloads
44. Uses a database and a variety of spreadsheet and other computer software to set up, track and maintain a wide variety of data and files, including educational and faculty schedules, class schedules, budget and financial records, confidential student demographic data, and other information
45. Composes and prepares correspondence, memoranda, report narratives, publicity materials and other materials from original ideas or with minimal guidance or direction
46. Uses standard software applications to prepare correspondence, reports, surveys, presentations, brochures, special projects, grant applications, contracts, agendas and meeting minutes and to design and/or to update an area web site
47. Trains and leads the work of other administrative support staff in major procedural workloads as assigned, including recommending timelines for submission of work by other staff, reviewing and auditing completed work, and instructing staff on modifications to existing procedures
48. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in conjunction with management and other staff
49. Researches and compiles data for statistical, financial and other reports, class schedules, catalogs and brochures, special projects, grant applications, contracts, correspondence, surveys, presentations, agenda materials, division/department programs and services, and other uses
50. Performs administrative unit budget maintenance, including assisting and providing coordination with budget development, processing budget transfers and expenditure journals, and serving as a resource for managers in providing budget coding assistance
51. Prepares purchase requisitions and completes electronic supply orders
52. Compiles items and materials for meeting agendas
53. Proofreads documents and publications
54. Takes and transcribes meeting notes as assigned
55. Sorts and distributes administrative unit mail as needed and coordinates bulk mailings

56. Performs other related duties as assigned

EE. Requirements

1. Graduation from high school and college courses or equivalent training in business administration, office administration, public administration, construction management, or facilities management and construction management or a closely related field.
2. Successful complex clerical experience of increasing responsibility
3. Extensive public contact experience with people of diverse cultures, language groups and abilities
4. Experience with the organization and implementation of various complex office procedures and forms
5. Experience with training and leading the work of others
6. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, and other written materials
7. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
8. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
9. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

FF. Physical/Other Requirements

This classification requires data comparison and interpretation; contact in close proximity with individuals and groups; work under deadline pressure; multi-tasking; attention to detail; manual dexterity; pulling, pushing, reaching; moving items of light to moderate weight; listening/comprehension of a variety of directional formats; flexibility, and adaptability in order to perform the essential functions.

GG. Knowledge, Skills & Abilities

37. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
38. Skill in multi-tasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
39. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems
40. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
41. Skill in project and event planning
42. Skill in oral communication, including public speaking and giving clear and concise instructions
43. Skill in written communication

44. Skill in training and leading the work of others
45. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
46. Ability to coordinate, anticipate, and resolve workload issues and problems
47. Ability to work effectively as part of a customer service team

(6/2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

PROJECT COORDINATOR I

A Classified Position
Grade 30 – Salary Schedule 60

CC. General Statement

The Project Coordinator II performs functions related to the District's capital projects. Under direction, the employee acts as one of the District's representative to oversee, plan, organize, and coordinate, the work of contractors, subcontractors, design professionals, consultants, and engineers to plan, develop, design and construct District capital projects. The Project Coordinator II acts as the liaison between project stakeholders and contractors, subcontractors, design professionals, consultants, and engineers during the planning, design, construction, and post-occupancy evaluation phases of specifically assigned capital projects; monitors projects being planned, designed, and constructed according to District specifications. Public contact is extensive and involves outside agency and organization representatives, staff, students and the general public for the purpose of exchanging policy, technical and procedural information. A high degree of independent judgment and creativity is required to resolve a variety of minor and major problems that arise. Consequences of errors in judgment can be costly in employee and staff time, public relations and money. A Project Coordinator II leads the work of paraprofessional, clerical, student assistants as assigned.

DD. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Represents the Facilities Planning Department at District and College meetings and at meetings with other agencies
2. Participates in the development of project plans, design, and budget preparation
3. Assists with activities for a variety of District planning, design, and construction projects
4. Provides onsite coordination of construction activities for a variety of projects including remodel, renovation, and new construction
5. Develops and maintains project programs and schedules involving external agencies, clients, consultants, contractors, and subcontractors

6. Assists with the preparation and revisions to various construction related schedules, plans, and documents
7. Acts as liaison between District faculty and staff design committees, administrative committees, design professionals and engineers, and coordinates activities of these consultants in the preparation of project design, including schematics, and preliminary and working drawings
8. Acts as project engineer and coordinates the services of executive architects, engineers, contractors and inspectors during project planning, design, and construction
9. Maintains all necessary records for planning, design, and construction activities for assigned projects
10. Assists in providing calculations, measurements, and documentation in the areas of Scheduled Maintenance Plans, ADA compliance, Space Inventory and capital outlay budget change proposals
11. Coordinates construction inspection staff as assigned
12. Monitors construction and planning budgets for projects as assigned
13. Monitors and coordinates construction and planning project schedules as assigned
14. Conducts inspections of projects as assigned, coordinates project construction closeout procedures and arranges for official acceptance of projects on behalf of the District
15. Records comments on completeness and construct-ability of design documents at appropriate design and review phases of project development
16. Assists in pre-bid job site visits, pre-construction meetings and construction progress meetings
17. Assists in bidding, award and coordination of major and minor construction contracts
18. Assists to ensure that all appropriate project documentation is prepared and completed by the respective responsible parties
19. Assists all aspects of construction projects to facilitate completion of projects in accordance with plans and specifications and oversees schedule to monitor any potential impact on campus operations
20. Assists to ensure that construction work completed complies with current building codes, and other regulatory requirements
21. Recommends approvals of invoice payments as appropriate based on project plan
22. Assists in building commissioning and close out phases in partnership with site maintenance personnel
23. Assists in post occupancy review process for projects as assigned
24. Promotes safe working conditions for all employees, District contractors, and consultants
25. Performs other duties as assigned

HH. Requirements

1. Associate degree or equivalent training in public administration, construction management, or facilities management construction management or a closely related field
2. At least one year of successful work experience of increasing responsibility in construction management or a closely related field
3. Demonstrated skills in organization, multi-tasking, prioritizing workloads, and working independently
4. Skills in training and leading the work of others and in managing the performance of various workgroups
5. Skills in organizing, implementing, planning, design, and construction management of renovations, remodels, and new capital construction projects
6. Skill in the use of spreadsheets, charts, and a variety of computer software to format, compose, and present accounting data, reports, correspondence, and other documents
7. Extensive public contact experience with people of diverse cultures, language groups and abilities

8. Experience with research and compiling data for, formatting, and preparing statistical, financial, accounting, and other reports and records
9. Ability to work with multiple viewpoints and perspectives, outside groups, timelines, and budgets
10. Ability to be a self-motivated team player
11. Demonstrated skill in working as part of a customer service team
12. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations are required

OR

An equivalent combination of education and experience

II. Physical/Other Requirements

This classification requires individual, small and large group interaction; patience, tact and sensitivity; good memory and attention to details; multiple-tasking and prioritization; flexibility and adaptability; data analysis and comparison; oral and written communication; and team work in order to perform the essential functions.

JJ. Knowledge, Skills & Abilities

1. Knowledge of construction documents, such as architectural plans, bid documents, contracts, Div 00-01 documents, and CSI indexes
2. Knowledge of the policies, procedures, regulations and laws pertaining to construction planning
3. Skill in respectful, sensitive communication with people who are diverse in their cultures, language groups and abilities
4. Skill in strategic planning, project coordination and evaluation; work toward consensus on a course of action in a complex and multidisciplinary environment
5. Skill in budget planning, implementation, evaluation and reporting
6. Skill in oral communication, including public speaking, and ability to represent the Facilities Planning Department and the District in a professional manner
7. Skill in written communication
8. Skill in research, formatting data and preparing complex statistical, financial, demographic and other detailed reports
9. Skill in using spreadsheets and a variety of computer software to create complex reports, correspondence, data analysis, presentations and file systems
10. Ability to work effectively as part of a management team
11. Ability to organize and prioritize workloads effectively to meet scheduled deadlines
12. Ability to multitask, make decisions, problem solve and follow through

(3/2017)



Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

PROJECT COORDINATOR II

A Classified Position
Grade 38 – Salary Schedule 60

EE. General Statement

The Project Coordinator II performs functions related to the District's capital projects. Under direction, the employee acts as one of the District's representative to oversee, plan, organize, and coordinate, the work of contractors, subcontractors, design professionals, consultants, and engineers to plan, develop, design and construct District capital projects. The Project Coordinator II acts as the liaison between project stakeholders and contractors, subcontractors, design professionals, consultants, and engineers during the planning, design, construction, and post-occupancy evaluation phases of specifically assigned capital projects; monitors projects being planned, designed, and constructed according to District specifications. Public contact is extensive and involves outside agency and organization representatives, staff, students and the general public for the purpose of exchanging policy, technical and procedural information. A high degree of independent judgment and creativity is required to resolve a variety of minor and major problems that arise. Consequences of errors in judgment can be costly in employee and staff time, public relations and money. A Project Coordinator II can lead the work of clerical and student staff as assigned.

FF. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Represents the District and the Facilities Department at District and College meetings and at meetings with other agencies
2. Participates in the development of project plans, design, and budget preparation
3. Oversees activities for a variety of District planning, design, and construction projects
4. Provides onsite coordination of construction activities for a variety of projects including remodel, renovation, and new construction
5. Develops and maintains project programs and schedules involving external agencies, clients, consultants, and contractors, and subcontractors
6. Prepares, revises, monitors various construction related schedules, plans, and documents

7. Acts as liaison between District faculty and staff design committees and administrative committees, and design professionals and engineers, and coordinates activities of these consultants in the preparation of project design, including schematics, and preliminary and working drawings
8. Acts as project engineer and coordinates the services of executive architects, engineers, contractors and inspectors during project planning, design, and construction
9. Maintains all necessary records for planning, design, and construction activities for assigned projects
10. Assists in providing calculations, measurements, and documentation in the areas of Scheduled Maintenance Plans, ADA compliance, Space Inventory and capital outlay budget change proposals.
11. Coordinates construction inspection staff as assigned
12. Monitors construction and planning budgets for projects as assigned
13. Monitors and coordinates construction and planning project schedules as assigned
14. Conducts inspections of projects as assigned, coordinates project construction closeout procedures and arranges for official acceptance of projects on behalf of the District
15. Reviews and comments on completeness and constructability of design documents at appropriate design and review phases of project development
16. Conducts pre-bid job site visits, preconstruction meetings and construction progress meetings
17. Assists in bidding, award and coordination of major construction contracts
18. Oversees that all appropriate project documentation is prepared and completed by the respective responsible parties
19. Monitors all aspects of construction projects to facilitate completion of projects in accordance with plans and specifications and oversees schedule to monitor any potential impact on campus operations
20. Oversees that construction work completed complies with current building codes, and other regulatory requirements
21. Reviews contractor's pay requests in terms of project schedules, schedule of values, work-in-place, and stored materials, and advises action as appropriate
22. Reviews cost proposals/field orders and change orders for accuracy in terms of scope of work, labor and materials, and rates and advises action as appropriate
23. Recommends approvals of invoice payments as appropriate based on project plan
24. Facilitates the resolution of job site conflicts by establishing review processes and mechanisms early in the project to minimize delays in job progress and potential impact on project budget
25. Oversees building commissioning and close out phases in partnership with site maintenance personnel
26. Oversees post occupancy review process for projects as assigned
27. Promotes safe working conditions for all employees and District contractors and consultants
28. Performs other duties as assigned

KK. Requirements

1. Associate degree in construction management or a closely related field
2. At least one year of successful work experience of increasing responsibility in construction management or a closely related field
3. Demonstrated skills in organization, multi-tasking, prioritizing workloads, and working independently
4. Skills in training and leading the work of others and in managing the performance of various workgroups
5. Skills in implementing planning, design, and construction management of renovations, remodels, and new capital construction projects

6. Skill in the use of spreadsheets, charts, and a variety of computer software to format, compose, and present accounting data, reports, correspondence, and other documents
7. Extensive public contact experience with people of diverse cultures, language groups and abilities
8. Experience with research and compiling data for, formatting, and preparing statistical, financial, accounting, and other reports and records
9. Ability to work with multiple viewpoints and perspectives, outside groups, timelines, and budgets
10. Demonstrated skill in working as part of a customer service team
11. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations are required

OR

An equivalent combination of education and experience

LL. Physical/Other Requirements

This classification requires individual, small and large group interaction; patience, tact and sensitivity; good memory and attention to details; multiple-tasking and prioritization; flexibility and adaptability; data analysis and comparison; oral and written communication; and team work in order to perform the essential functions.

MM. Knowledge, Skills & Abilities

13. Knowledge of construction documents, such as architectural plans, bid documents, contracts, Div 00-01 documents, and CSI indexes
14. Knowledge of the policies, procedures, regulations and laws pertaining to construction planning
15. Skill in respectful, sensitive communication with people who are diverse in their cultures, language groups and abilities
16. Skill in strategic planning, project coordination and evaluation; work toward consensus on a course of action in a complex and multidisciplinary environment
17. Skill in budget planning, implementation, evaluation and reporting
18. Skill in oral communication, including public speaking, and ability to represent the Facilities Planning Department and the District in a professional manner
19. Skill in written communication
20. Skill in research, formatting data and preparing complex statistical, financial, demographic and other detailed reports
21. Skill in using spreadsheets and a variety of computer software to create complex reports, correspondence, data analysis, presentations and file systems
22. Ability to work effectively as part of a management team
23. Ability to organize and prioritize workloads effectively to meet scheduled deadlines
24. Ability to multitask, make decisions, problem solve and follow through



Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

Project Manager I (Measure H)

A Classified Supervisory (Exempt) Position
Grade 189E – Salary Schedule 35

GG. General Statement

Under general direction from the Director of Capital Projects, acts as the District's representative to oversee, plan, organize, and supervise, the work of contractors, subcontractors, design professionals, consultants, and engineers to plan, develop, design and construct District capital projects. This position is limited to Project Manager I performing work in support of Measure H bond projects and will be eliminated once the funding has been exhausted. The Project Manager acts as the liaison between project stakeholders and contractors, subcontractors, design professionals, consultants, engineers, and college and district administration during the planning, design, construction, and post-occupancy evaluation phases of specifically assigned capital projects; ensures that projects are planned, designed, and constructed and closed out according to District specifications.

Consequences of errors in judgment will be costly in potential construction change orders, negative impacts on operation of the subject facilities and ability to deliver instruction and / or student and community services appropriately, effectively and efficiently over the useful life of the facility (25-50 years).

HH. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Participates in the development of and monitors construction project programs, plans, designs, schedules.
2. Prepares preliminary and final project budgets, monitors commitments and expenditures and presents recommendations for budget adjustments as appropriate
3. Oversees and supervises activities for a variety of District planning, design, and construction projects.
4. Develops and maintains project programs and schedules involving external agencies, clients, consultants, and contractors, and sub-contractors.

5. Acts as liaison between District faculty and staff stakeholders and administrative staff, and design professionals and engineers, and coordinates activities of these consultants in the preparation of project design, including drawings and specifications.
6. Coordinates the services of architects, engineers, contractors, inspectors and other consultants during project planning, design, construction, occupancy and post-occupancy and close out.
7. Maintains all necessary records for planning, design, and construction activities for assigned projects.
8. Conducts facility utilization reviews and measurements to input into District's space inventory documentation.
9. Coordinates and advises District faculty and staff design committees in the preparation of Initial Project Proposals (IPP) and Final Project Proposals (FPP).
10. Reviews and comments on completeness and constructability of design documents at appropriate design and review phases of project development.
11. Manages project procurement phase including preparation of Division 00-01 specifications, contractor outreach, pre-bid job-walks, bid evaluation and preparation of construction contracts.
12. Conducts pre-bid job site visits, preconstruction meetings and construction progress meetings.
13. Oversees that construction work completed complies with current building codes, and other regulatory requirements.
14. Conducts final inspections of projects as assigned, coordinates project construction closeout procedures and arranges for official acceptance of projects on behalf of the District.
15. Resolves job site conflicts by establishing review processes and mechanisms early in the project to minimize delays in job progress and potential impact on project budget.
16. Oversees post occupancy review process for projects as assigned.
17. Performs other duties as assigned.

NN. Requirements

1. Possession of a Bachelor's degree, preferably in a business, architecture, engineering or technical field of study or equivalent training and experience.
2. A minimum of three (3) years of successful work experience in construction management and project management that has included management of multiple projects and/or increasingly complex construction projects with values in excess of \$1 million.
3. Demonstrated project management skills, experience, knowledge along with the ability to organize, direct, and successfully implement planning, design, and construction management of all types of construction projects in a higher education setting.
4. Demonstrated experience in managing the performance of architects, engineers and other professional consultants, contractors, sub-contractors, inspectors, and other building trades professionals.
5. Comfortable working with multiple viewpoints and perspectives, regulatory agencies, stringent timelines and budgets.
6. Demonstrated sensitivity to and the ability to work with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty and staff, including those with disabilities.

OO. Physical/Other Requirements

This position requires excellent oral and written communication, visual inspection, attention to detail, multi-tasking, comparison and analysis of detailed reports and complex data; bending stooping, climbing, reaching, pulling, pushing; must have the ability to lift heavy equipment and materials (up to 40 lbs); driving a motor vehicle, negotiations and reasoning, communication in small/large groups, in order to perform the essential job functions.

PP.Knowledge, Skills & Abilities

1. Working knowledge of the: Uniform Building Code (UBC), California Building Code, California Occupational Safety and Health Act (CALOSHA), California Public Contracts Code, Americans with Disabilities Act (ADA), and other related statutes; State of California Capital Outlay and the Deferred Maintenance Programs for Community Colleges; California Public Contracts Code and the Education Code; Division of State Architect protocols, procedures and requirements; LEED certification process; California Environmental Quality Act (CEQA) process and requirements.
2. Demonstrated skill in construction budget preparation and job cost accounting.
3. Knowledge of generally accepted construction principles and practices as related to public works and community colleges and schools as well as methods of purchasing and contract administration in a community college environment.
4. Knowledge of different building and infrastructure materials, components, and systems; methods, practices, equipment, and supplies used in facility maintenance and construction, building and safety regulations.
5. Knowledge of AutoCAD, BIM, ERP systems, project management software, databases, and all standard office computer applications
4. Knowledge of Critical Path Scheduling (CPM) methodologies and principals, ability to develop and evaluate CPM schedules utilizing Microsoft Project or Primavera tools
6. Ability to work with labor contracts and/or represented workforce.
7. Ability to identify problems, develop alternative solutions, make decisions, and achieve consensus on a course of action in a complex and multi-disciplinary environment.
8. Skill in interpreting legal, technical, and construction documents.
9. Ability to communicate clearly and effectively and to represent the Facilities Planning Department and the District in a professional manner to District constituents, community members, and individuals involved in the planning, design, and construction of projects.
10. Ability to effectively analyze and review construction documents such as architectural plans, bid documents, contract documents, CSI indexes.
11. Ability to organize and prioritize workload effectively to meet scheduled deadlines.
12. Skill in being a self-motivated team player with the ability to work independently, influence, and collaborate with diverse constituencies.

13. Previous experience in an educational setting with responsibility for facility planning, maintenance, and construction management, with demonstrated skills in supervision, budget development and execution, crisis management, project management, negotiation, team building; and interpersonal skills.

(2015)



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

Project Manager II (Measure H)

A Classified Supervisory (Exempt) Position
Grade 191E – Salary Schedule 35

II. General Statement

Under general direction from the Director of Capital Projects, acts as the District's representative to oversee, plan, organize, and supervise, the work of contractors, subcontractors, design professionals, consultants, and engineers to plan, develop, design and construct District capital projects. This position is limited to Project Manager II performing work in support of Measure H bond projects and will be eliminated once the funding has been exhausted. The Project Manager acts as the liaison between project stakeholders and contractors, subcontractors, design professionals, consultants, engineers, and college and district administration during the planning, design, construction, and post-occupancy evaluation phases of specifically assigned capital projects; ensures that projects are planned, designed, and constructed and closed out according to District specifications.

Consequences of errors in judgment will be costly in potential construction change orders, negative impacts on operation of the subject facilities and ability to deliver instruction and / or student and community services appropriately, effectively and efficiently over the useful life of the facility (25-50 years).

JJ. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

18. Participates in the development of and monitors construction project programs, plans, designs, schedules.
19. Prepares preliminary and final project budgets, monitors commitments and expenditures and presents recommendations for budget adjustments as appropriate.
20. Oversees and supervises activities for a variety of District planning, design, and construction projects.
21. Develops and maintains project programs and schedules involving external agencies, clients, consultants, and contractors, and sub-contractors.

22. Acts as liaison between District faculty and staff stakeholders and College and District administrators, and design professionals and engineers, and coordinates activities of these consultants in the preparation of project design, including drawings and specifications.
23. Coordinates the services of architects, engineers, contractors, inspectors and other consultants during project planning, design, construction, occupancy and post-occupancy and close out.
24. Maintains all necessary records for planning, design, and construction activities for assigned projects.
25. Conducts facility utilization reviews and measurements to input into District's space inventory documentation.
26. Coordinates and advises District faculty and staff design committees in the preparation of Initial Project Proposals (IPP) and Final Project Proposals (FPP).
27. Reviews and comments on completeness and constructability of design documents at appropriate design and review phases of project development.
28. Manages project procurement phase including preparation of Division 00-01 specifications, contractor outreach, pre-bid job-walks, bid evaluation and preparation of construction contracts.
29. Conducts pre-bid job site visits, preconstruction meetings and construction progress meetings.
30. Oversees that construction work completed complies with current building codes, and other regulatory requirements.
31. Conducts final inspections of projects as assigned, coordinates project construction closeout procedures and arranges for official acceptance of projects on behalf of the District.
32. Resolves job site conflicts by establishing review processes and mechanisms early in the project to minimize delays in job progress and potential impact on project budget.
33. Oversees post occupancy review process for projects as assigned.
34. Performs other duties as assigned.

QQ. Requirements

1. Possession of a Bachelor's degree, preferably in a business, architecture, engineering or technical field of study or equivalent training and experience.
2. A minimum of five (5) years of successful work experience in construction management and project management that has included management of multiple projects and/or increasingly complex construction projects with values in excess of \$5 million.
3. Demonstrated project management skills, experience, knowledge along with the ability to organize, direct, and successfully implement planning, design, and construction management of all types of construction projects in a higher education setting.
4. Demonstrated experience in managing the performance of architects, engineers and other professional consultants, contractors, sub-contractors, inspectors, and other building trades professionals.
5. Comfortable working with multiple viewpoints and perspectives, regulatory agencies, stringent timelines and budgets.
6. Demonstrated sensitivity to and the ability to work with the diverse academic, socioeconomic, cultural and ethnic backgrounds of community college students, faculty and staff, including those with disabilities.

RR. Physical/Other Requirements

This position requires excellent oral and written communication, visual inspection, attention to detail, multi-tasking, comparison and analysis of detailed reports and complex data; bending, stooping, climbing, reaching, pulling, pushing; must have the ability to lift heavy equipment and

materials (up to 40 lbs); driving a motor vehicle, negotiations and reasoning, communication in small/large groups, in order to perform the essential job functions

SS. Knowledge, Skills & Abilities

1. Working knowledge of the: Uniform Building Code (UBC), California Building Code, California Occupational Safety and Health Act (CALOSHA), California Public Contracts Code, Americans with Disabilities Act (ADA), and other related statutes; State of California Capital Outlay and the Deferred Maintenance Programs for Community Colleges; California Public Contracts Code and the Education Code; Division of State Architect protocols, procedures and requirements; LEED certification process; California Environmental Quality Act (CEQA) process and requirements.
2. Demonstrated skill in construction budget preparation and job cost accounting.
3. Knowledge of generally accepted construction principles and practices as related to public works and community colleges and schools as well as methods of purchasing and contract administration in a community college environment.
4. Knowledge of different building and infrastructure materials, components, and systems; methods, practices, equipment, and supplies used in facility maintenance and construction, building and safety regulations.
5. Knowledge of AutoCAD, ERP systems, project management software, databases, and all standard office computer applications
5. Knowledge of Critical Path Scheduling (CPM) methodologies and principals, ability to develop and evaluate CPM schedules utilizing Microsoft Project or Primavera tools
6. Ability to work with labor contracts and/or represented workforce.
7. Ability to identify problems, develop alternative solutions, make decisions, and achieve consensus on a course of action in a complex and multi-disciplinary environment.
8. Skill in interpreting legal, technical, and construction documents.
9. Ability to communicate clearly and effectively and to represent the Construction Planning Department and the District in a professional manner to District constituents, community members, and individuals involved in the planning, design, and construction of projects.
10. Ability to effectively analyze and review construction documents such as architectural plans, bid documents, contract documents, CSI indexes.
11. Ability to organize and prioritize workload effectively to meet scheduled deadlines.
12. Skill in being a self-motivated team player with the ability to work independently, influence, and collaborate with diverse constituencies.

(2015)



Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

DOCUMENT MANAGEMENT SPECIALIST

A Classified Position
Grade 22 – Salary Schedule 60

KK. General Statement

Under direction of the Director of Capital Projects, the Document Management Specialist performs support functions for the Capital Improvement Project documents and archives. Daily functions include varied clerical, logistical and operational duties in coordinating and maintaining the District's construction and business contracts, and capital improvement project records with long-term, historical value. This position is limited to Document Management Specialist performing work in support of Measure H bond projects and will be eliminated once the funding has been exhausted. A high degree of independent judgment and creativity is required to resolve a variety of minor and major problems that arise. Consequences of errors in judgment can be costly in employee and staff time, and have a negative impact for future capital improvements and facilities maintenance. Consequences of errors in judgment could be costly in public relations, staff and employee time.

LL. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Assists in coordination and processing of construction and business contracts from the Facilities Planning, Maintenance & Operations Department;
2. Assists in the implementation and maintenance of District's document management system(s) for the safekeeping of current, accurate and meaningful records related to construction and business contracts.
3. Assists in the management of external certificates of insurance and endorsements and processing of documents related to the District's OCIP insurance program.
4. Follows established indexing/document management protocols to prepare document descriptions and recommend changes as needed.
5. Assists in the researching, planning, development and implementation of long and short-range goals for

the CIP document filing system, in coordination with the archiving team.

6. Recommends, implements and manages reformatting documents e.g., scanning of original blue prints, conversion of source documents to PDFs; may also prepare records for reformatting. Notifies supervisor of need for document validation when conflicting information is identified in duplicate records.
7. Files and cross indexes electronic documents in alphabetical and chronological order or the order best applicable to future retrieval.
8. Assists in the District's contractor and consultant pre-qualification processes; maintaining vendor submitted documents, and performing administrative tasks during open prequalification application periods.
9. Performs related work as required.

TT. Requirements

1. This classification requires a combination of education and experience equivalent to college level course work in business administration, office administration or a related field in clerical experiences
2. Valid California Driver's License to be maintained throughout duration of employment with the District.
3. Successful complex clerical experience of increasing responsibility
4. Extensive public contact experience with people of diverse cultures, language groups and abilities
5. Experience with the organization, set up and maintenance of electronic and manual files and records
6. Experience with directing the work of others
7. Experience with the use of a variety of computer software to compose and prepare correspondence, reports, presentations, memoranda and other written materials
8. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
9. Demonstrated skill in multi-tasking, prioritizing workloads, and working independently
10. Demonstrated skill in working as part of a customer service team

OR

An equivalent combination of education and experience

UU. Physical/Other Requirements

This classification requires visual comparison and acuity; manual dexterity; attention to details; data analysis and logical sequencing; multitasking; work under deadline and other pressures; patience and sensitivity to others; discretion and tact; driving a motor vehicle; good memory; and strategic planning in order to perform the essential functions. Work involves standard office setting, with ability to operate office equipment. Operates computer systems and devices, telephone, standard office equipment and scanner. Uses a variety of specialized software to work with different types of file formats such as database, Computer-aided design (CAD), image/graphic, and portable document format files (PDF). Also involves work in inactive records storage areas. Both environments may involve exposure to dust and may require the ability to lift boxes up to 40 pounds.

VV. Knowledge, Skills & Abilities

1. Knowledge of facilities design, construction and maintenance terminology and concepts.

2. Knowledge of document management principles and practices.
3. Knowledge of the policies and procedures applicable to a major District or College administrative unit.
4. Knowledge of creating and maintaining databases, preferably Microsoft Access and SharePoint; and the use of Internet search engines.
5. Knowledge of various computer hardware and software, including word processing, and database and spreadsheet programs.
6. Skill in respectful, sensitive communication with people who are diverse in their cultures, language groups and abilities.
7. Skill in multitasking and prioritization in a fast-paced environment with attention to details.
8. Skill in written communication.
9. Ability to organize and prioritize workloads effectively to meet scheduled deadlines.
10. Ability to effectively utilize computer equipment and software in the performance of duties.
11. Ability to work independently or part of a customer services team on assigned projects, communicate clearly and effectively both orally and in writing.
12. Ability to analyze and solve complex problems pertaining to archival methods and procedures.

(5/2016)



Cañada College • College of San Mateo • Skyline College

GENERIC POSITION DESCRIPTION

Capital Projects Analyst (Measure H)

A Classified Professional/Supervisory Position
Grade 195S – Salary Schedule 40

MM. General Statement

Under direction of the Director of Capital Projects and under direct supervision of the Facilities Business Manager, the Capital Projects Analyst is responsible for fiscal and administrative management and a variety of associated business processes of the Capital Improvement Program (CIP) for the three colleges in San Mateo County (Cañada College, College of San Mateo and Skyline College). Responsibilities include monitoring CIP compliance, finance and business operations with established standards and practices; serving as principal liaison between the CIP planning and implementation team and key constituents including but not limited to General Services, Accounting, the Construction and Project Management Team, vendors, contractors and other business partners; overall management of the Program budget; completion of a wide variety of required reports; and supervising key Program business service processes and support staff. Public contact is extensive, and involves staff, vendors, contractors, outside educational institutions and businesses, community representatives, and governmental agencies, including the State Chancellor's Office, for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve minor and major problems that arise. The Capital Projects Analyst can direct the work of paraprofessional, clerical and other staff, and student assistants as assigned.

NN. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Exchanges information with staff at all levels, outside agencies and institutions, and the general public, pertaining to State and District funding and the budgeting process; monitors changes in State funding formulas and regulations and applicable effects upon the District's budget; applies principles of Education Code to State budget and accounting policies to District budget process and procedures

2. Manages and maintains the CIP budget, including specific project details such as amounts paid and encumbered; assists in the development, maintenance and analysis of funds and expenditure patterns within the CIP
3. Manages the processing, distribution and accuracy of invoices, interfacing extensively with a nationwide network of vendors and suppliers
4. Assists in planning long-range goals, compliance and reporting requirements, staffing needs, including coordinating onboarding and off-boarding, and a variety of other business services
5. Attends meetings, workshops and other events to exchange current information about CIP Planning and related operations
6. Makes presentations to senior management and other groups concerning fiscal, business and operational matters
7. Prepares, maintains, and provides budget and expense reports for District Administration, Citizen Oversight Committee, State Chancellor's Office, external auditors and other outside organizations
8. Manages and maintains the web-based Program Management System supported by the Capital Improvement Program as well as provides training and guidance to users, as necessary.
9. Meets with and coordinates departmental and other staff in planning tasks, timelines, procedures and other facets of special and regular projects, and reports
10. Researches, compiles data for, analyzes, formats and presents complex statistical, financial, budgetary, and other reports to senior management and other staff as assigned
11. Uses spreadsheets and a variety of other computer software to compose and prepare

correspondence, memoranda, budget studies, report narratives, research summaries, procedure manuals, surveys and other materials; sets up and maintains electronic and manual file systems

12. Sets up, maintains and retrieves file data related to budget history, operational and fiscal trends, expenditure projections, audit recommendations, grants, and other information
13. Performs other related duties as assigned

WW. Requirements

1. A combination of education and experience equivalent to a Bachelor's degree in accounting, business administration, finance or a closely related field required
2. Previous experience in an educational setting with responsibility for facility planning, maintenance and construction management, with demonstrated skills in supervision, budget development and execution, emergency response, project management, negotiation and team building.
3. Extensive public contact with people at various levels within an organization who are diverse in their cultures, language groups and abilities
4. Demonstrated skills in effective oral and written communication, including public speaking and persuasive communication
5. Understanding of, sensitivity to, and respect for diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
6. Possession of a valid California Drivers' license (or the ability to obtain one) and have the ability to drive a motor vehicle.

OR

An equivalent combination of education and experience

XX. Physical/Other Requirements

This classification requires creativity, multi-level tasking, attention to detail and organization of financial

data, listening, individual to large-group communication, persuasion, good memory, tact, patience, flexibility and the ability to drive a motor vehicle to off-site locations in order to perform the essential functions.

YY. Knowledge, Skills & Abilities

1. Knowledge of the goals, objectives, and business linkages of the CIP to district-wide fiscal and business policies and procedures
2. Knowledge of basic accounting, finance and budgeting principles and practices, including fund accounting
3. Knowledge of the techniques of budget planning, monitoring, compliance, assessment and reporting
4. Knowledge of Organizational Effectiveness, Facilities maintenance operations and Capital Planning.
5. Knowledge of methods of purchasing and contract administration in a community college environment, including risk management and legal requirements
6. Knowledge of State Chancellor's Office--planning and funding mechanisms, and Division of the State Architect plan approval and project close-out mechanisms
7. Skill in planning, organizing, coordinating, and implementing complex capital programs with multiple components.
8. Skill in training, directing and evaluating the work of others
9. Skill in research, compiling data for, formatting and effectively presenting complex data for a variety of audiences

10. Skill in the development and use of a variety of spreadsheet and other software instruments to conduct financial analysis and prepare reports.
11. Skill in use of a variety of computer software to enter, format and present complex financial, statistical and other data
12. Skill in oral and written communication, including public and persuasive speaking
13. Skill in establishing and maintaining efficient and effective work teams
14. Ability to multi-task and organize complex, multi-faceted workloads, with attention to detail and timelines

(10/2016)



Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

CONSTRUCTION PROCUREMENT, RISK AND CONTRACTS MANAGER (MEASURE H)

A Classified Supervisory
Position (Exempt) Grade 191e –
Salary Schedule 35

A. General Statement

The CONSTRUCTION PROCUREMENT, RISK AND CONTRACTS MANAGER position performs professional complex, administrative, and technical responsibilities involving developing, administering, coordinating, and implementing the District's construction and business contracts. Additionally, the position involves developing implementing and managing business processes and procedures for procurement of construction delivery methods used for the District's Capital Improvement Plan, and advising administration on and applying appropriate insurance program standards to construction and business contracts. Public contact is extensive, and involves faculty, staff, students, vendors, contractors, outside educational institutions, businesses and community representatives, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve minor and major problems that arise. Consequences of errors in judgment could be costly in employee time, public relations and money; however, administrative and policy controls limit the risk of serious consequences. The Construction Procurement, Risk and Contracts Manager can direct the work of paraprofessional, clerical and other staff, and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Receives and reviews construction and business contracts from District departments
2. Develops and interprets contractual terms and conditions
3. Consults and confers with legal counsel and third party insurance administrators to evaluate and interpret contract provisions and advises administration if changes to approved contract documents are necessary
4. Ensures use of appropriate legal contract form(s) to minimize exposure to risk and liability
5. Develops and implements policies, business processes and procedures for contract approval
6. Serves as General Services' representative with facilities and construction project managers in the development, review or preparation of construction related contracts; development and implementation of business processes , policies and procedures for procurement of construction delivery methods ; manages procurement processes related to requests for proposals, requests for qualifications, invitations for bids, sole source justifications and the conduct of these processes.
7. Identifies and coordinates cross-functional proposal teams, reviews bid specifications, analyzes and evaluates bids received and makes recommendations regarding awards and contracts. Serves as the District's purchasing official on these teams.
8. Assures contract templates, insurance requirements and terms and conditions are appropriate for the project, professional service or construction delivery methods are contained within the solicitation documentation and contract award
9. Receives and validates contract documents
10. Facilitates execution of agreements and forwarding of executed agreements to proper parties
11. Manages the District's contractor and consultant pre-qualification processes
12. Manages vendor relationship with pre-qualification software provider
13. Identifies and manages cross functional project teams for these processes as needed to: develop schedule, direct scoring process, manage vendor inquiries, present results to administration
14. Monitors construction consultant expenditures in conformance with public contract code and informs administration as appropriate
15. Develops, manages and oversees implementation of District-wide contract, insurance, warranty or other tracking and document management system(s) to provide current, accurate and meaningful records related to construction and business contracts
16. Obtains and reviews external certificates of insurance and endorsements
17. Ensures service provider compliance with legal requirements related to contractual insurance requirements
18. Liaisons with facilities and construction project managers in requesting, gathering and processing documents related to the District's OCIP insurance program
19. Serves as primary liaison with OCIP Insurance provider
20. Stays current on relevant laws, regulations and issues pertaining to public contracting; stays current with new industry practices and activities to ensure the use of "best practices" regarding the District's contract administration, insurance coverage, and construction procurement methodologies.
21. Provides technical assistance and guidance to assist District departments in contract development, interpretation, administration and insurance requirements
22. Uses computers and a variety of hardware and software to perform advanced-level document production including the complex formatting of documents, spreadsheets, presentations and databases
23. Prepares and distributes a variety of correspondence, reports, charts, agendas and materials

containing confidential and/or sensitive information

- 24. Prepares and edits manuals, handbooks and other publications
- 25. Prepares agenda items, reports, resolutions and recommendations for submission to the Board of Trustees
- 26. Trains and supervises staff as assigned
- 27. Performs related work as required

C. Requirements

- 1. Bachelor's degree in business administration, public administration, finance or a closely related field
- 2. Four years of successful work experience of increasing responsibility with an active capital improvement program which includes business and construction contracts and insurance
- 4. Skill in complex data research, analysis and reporting
- 5. Skill in the use of spreadsheets and a variety of computer software to compose and prepare data analysis, reports, summaries, correspondence and other materials
- 6. Extensive public contact with people of diverse cultures, language groups and abilities
- 7. Demonstrated skills in written and oral communication, including public speaking
- 8. Possession of a California Driver's license (or the ability to obtain one) and the ability to drive a motor vehicle to off-campus locations

OR

An equivalent combination of education and experience

D. Preferred Qualifications

Experience working in an educational setting

E. Physical/Other Requirements

Normal office environment mostly; ability to inspect premises, including ability to bend, stoop and walk in confined areas; arm and finger dexterity to operate keyboard and other office equipment; significant visual acuity for reading, observing work and construction operations; auditory ability to speak to audiences one- on-one and over the phone.

F. Knowledge, Skills & Abilities

- 1. Knowledge of federal, state and local laws, regulations, policies, procedures and rules applicable to public procurement and contracting
- 2. Knowledge of contract format and terminology
- 3. Knowledge of principles, practices, procedures and methods of public agency procurement, contracting, contract administration, and insurance
- 4. Knowledge of public liability, property damage and professional liability insurance
- 5. Knowledge of insurance coverage, exclusions, endorsements and certificates of insurance
- 6. Knowledge of various computer hardware and software, including word processing, and database and spreadsheet programs
- 7. Ability to make sound educated decisions and manage a heavy workload
- 8. Ability to understand, interpret, apply and explain laws, rules and regulations, policies and procedures related to procurement and contracting
- 9. Ability to prepare clear and concise instructions, manuals and reports; prioritize multiple

- projects, tasks and demands within assignment deadlines
- 10. Ability to effectively utilize computer equipment and software in the performance of duties
- 11. Ability to work independently on assigned projects, communicate clearly and effectively both orally and in writing
- 12. Ability to represent the District in a positive and effective manner both internally and externally
- 13. Ability to provide leadership and technical assistance to others as well as establish and maintain effective working relationships with those contacted in the course of work

(4/2017)



Cañada College ◆ College of San Mateo ◆ Skyline College

GENERIC POSITION DESCRIPTION

Director of Capital Projects (Measure H)

An Administrative Position
Grade AE – Salary Schedule 20

OO. General Statement

Responsible to the Vice Chancellor of Facilities Planning and Operations and under the supervision of the Executive Director of Facilities Planning and Operations for the development and management of all District Capital Construction projects to include the three college and the Chancellor's Office sites. This position is limited to Director of Capital Projects performing work in support of Measure H bond projects and will be eliminated once the funding has been exhausted. Provides management and overall policy direction for capital construction projects; oversight of capital construction budget preparation, execution, conciliation; development of the District's Five Year Construction Plan and submission of capital project proposals and all associated documents to the State Chancellor's office. Serves as the District representative and liaison to the State Chancellor's office on all capital projects.

This is professional work at the management level involved with planning, coordinating, implementing and evaluating a specific College project or program. The position is responsible for designing and implementing project services, directing the work of other staff and maintaining effective partnerships and working relationships with funding agencies, governmental jurisdictions, other educational institutions, community organizations and business representatives and vendors. Public contact is extensive and involves outside agency and organization representatives, staff, students and the general public for the purpose of exchanging policy, technical and procedural information. A high degree of independent judgment and creativity is required to resolve a variety of minor and major problems that arise. Consequences of errors in judgment can be costly in employee and staff time, public relations and money. A Director of Capital Projects can direct the work of professional, paraprofessional, clerical, student and volunteer staff as assigned.

PP. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Works directly with the colleges to ensure that capital projects meet the needs and expectations of educational programs and services in support of the colleges' educational mission.
2. Ensures compliance as it relates to public works design and construction.
3. Ensures maintenance of and compliance with District Design Standards, including sustainability and energy efficiency goals and policies.
4. Ensures close-out of capital projects including complete DSA close-out, project archiving and turnover of project records and materials to the Maintenance & Operations team.
5. Participates in selection and is responsible for management of construction consultants, contractors and vendors.
6. Exchanges information with staff, students, business representatives, other educational institutions, funding and governmental agencies, community organizations and the general public regarding College project policy, partnerships, grants and other funding resources, project goals and outcomes, program review, and strategic planning; drives a motor vehicle to attend off-site meetings, workshops and participate in other activities to present and obtain current information; makes presentations to small and large groups as needed;
7. Develops and delivers informational updates and presentations to the Board of Trustees, Citizen's Oversight Committee and other interested organizations
8. Researches, compiles data for, formats, composes and prepares statistical, financial, demographic and other special and regular reports, grant applications, narratives, presentations, surveys, needs assessments and other materials; interviews clients and project partners to conduct needs assessment and determine appropriate project services;
9. Uses a variety of computer software to design and prepare correspondence, reports, budget studies, track and review financial and other data, publicity materials and other written materials; sets up and maintains electronic and manual file systems;
10. Confers with management and other staff to develop and implement needs assessments and other studies and surveys for targeted populations served by the project; compiles statistics for use in designing/developing new and modified project services, goals and future service delivery changes; participates in strategic planning with management and other staff; makes recommendations for project modifications;
11. Plans project budgets in conjunction with management and other staff; monitors budget expenditures and revenues, transfers and reporting online; makes recommendations for changes to budgets, staffing, facilities, supplies and equipment;
12. Trains, supervises and evaluates the work of staff; directs the work of consultants, student assistants and volunteers.

QQ. Requirements

Possession of a Bachelor's Degree in Business Management, Engineering, Architecture, Construction Management, Facility Management or a related field. Master's Degree, and or

possession of a General Contractor's License; and or nationally recognized Facilities / Construction Management Certification preferred;; successful work experience that has included program planning, assessment, implementation and evaluation; budget planning and reporting; research and data analysis; demonstrated skill in oral communication, including public speaking; written communication, including correspondence and reports; demonstrated skill in respectful, sensitive communication with people who are diverse in their cultures, language groups and abilities; use of a variety of spreadsheets and other computer software to create reports, correspondence, files and other materials; and, directing and evaluating the work of others. Possession of a valid California Driver's License and the ability to drive a motor vehicle to off-site locations are required.

RR. Physical/Other Requirements

This classification requires attention to details; oral and written communication; data interpretation, comparison and analysis; visual acuity and comparison; tact, patience, confidentiality and sensitivity; public speaking to small and large groups; manual dexterity; good listening and memory; driving a motor vehicle to off-site locations; coordination of the work of others; persuasive communication; negotiation; work under deadline pressure; adaptability and flexibility in order to perform the essential functions.

SS. Knowledge, Skills & Abilities

1. Working knowledge of the: Uniform Building Code (UBC), California Building Code, California Occupational Safety and Health Act (CALOSHA), California Public Contracts Code, Americans with Disabilities Act (ADA), and other related statutes; State of California Capital Outlay and the Deferred Maintenance Programs for Community Colleges; California Public Contracts Code and the Education Code; Division of State Architect (DSA) protocols, procedures and requirements; LEED certification process; California Environmental Quality Act (CEQA) process and requirements; Indoor Air Quality standards.
2. Knowledge of architectural and engineering processes, tools, equipment, and regulations.
3. Knowledge of building and grounds maintenance planning and implementation procedures, including environmental and safety regulations.
4. Skill in directing and evaluating the work of professional consultants, architects, technical and other staff.
6. Knowledge of California Public Contracts code and Public Works capital procurement procedures and related regulations, requirements and best practices.
7. Knowledge of and experience with a variety of capital project delivery methods, including Design-Bid-Build, Design Build, Lease-Lease-Back, CM At-Risk, etc.
8. Skill in oral and written communication, public speaking
9. Skill in establishing and maintaining effective interpersonal working relationships with people at various levels within and external to an organization.
10. Knowledge of AutoCAD, BIM, ERP systems, project management software, databases, and all standard office computer applications

11. Knowledge of Critical Path Scheduling (CPM) methodologies and principals, ability to develop and evaluate CPM schedules utilizing Microsoft Project or Primavera tools
12. Knowledge of capital project cost estimating processes and ability to develop conceptual cost estimates
13. Skill in computer data entry, modification, and retrieval.
14. Skill in communicating effectively with diverse cultures, language groups, and individuals with disabilities.
15. Ability to build and promote effective work teams.
16. Knowledge of the policies, procedures, regulations and laws pertaining to the specific project.
17. Knowledge of Community College Administration, including understanding of participatory governance principles
18. Skill in strategic planning, project coordination and evaluation.
19. Skill in budget planning, implementation, evaluation and reporting.
20. Skill in research, formatting data and preparing complex statistical, financial, demographic and other detailed reports.
21. Skill in using spreadsheets and a variety of computer software to create complex reports, correspondence, data analysis, presentations and file systems.
22. Ability to work effectively as part of a management team.

Sample Forms

Request for Time Off

	<p>San Mateo County Community College District Facilities Planning & Operations Request For Time Off</p>	
<input type="checkbox"/> Cañada <input type="checkbox"/> CSM <input type="checkbox"/> Skyline <input type="checkbox"/> District Office		
Section Below to be Completed by Employee		
<p>Employee Name: _____</p>		
<p>I request time off for the following reason: _____</p>		
<p>Partial Day(s): Date(s): _____ Time: _____ a.m. _____ p.m. _____ Total Hour(s): _____</p>		
<p>Full Day(s): Date(s): _____ Total Hour(s): _____</p>		
<p>Please charge this time against:</p>		
<p><input type="checkbox"/> Vacation _____ Hours <input type="checkbox"/> Comp Time _____ Hours</p>		
<p><input type="checkbox"/> Sick Leave _____ Hours <input type="checkbox"/> Release Time _____ Hours</p>		
<p>Employee's Signature: _____ Date: _____</p>		
Section Below to be Completed by Unit Leads Only		
<p><input type="checkbox"/> Work Schedule can be modified to accommodate this absence. Initials: _____</p>		
<p><input type="checkbox"/> Work Schedule cannot be modified to accommodate this absence.</p>		
<p>Reason: _____ Initials: _____</p>		
Section Below to be Completed by Supervisor/Office Only		
<p>Vacation Balance: _____ Hours Comp Time Balance: _____ Hours Sick Leave Balance: _____ Hours</p>		
<p>Note: _____</p>		
<p><input type="checkbox"/> Approved Reason: _____</p>		
<p><input type="checkbox"/> Denied</p>		
<p>Supervisor's Signature: _____ Date: _____</p>		

Safety Reporting Form



San Mateo County Community College District

AFSCME Safety Reporting Form

This form is to be used by any unit member to report a condition or practice in the working environment that she/he believes violates Article 13 of the Agreement and/or is unsafe and creates any imminent danger of harm to any person. Reporting of unsafe conditions or practices is encouraged. No adverse action may be taken against an employee for reporting what she/he believes to be a safety concern. The management will investigate all reported concerns as required by the Injury and illness Prevention Program Standard (GISO 3203). Management's response will be communicated to the employee(s) involved and to the Union.

Date Filed with Supervisor: _____

Description of Unsafe Condition or Practice:

Causes or Other Contributing Factors:

Suggestions for Corrective Action:



San Mateo County Community College District

AFSCME Notice of Safety Complaint—Time Record of Complaint Processing

Supervisor Notified: _____

Date _____

Response/Action:

Exec. Director Notified: _____

Date _____

(Attach a written statement of the safety complaint and proposed corrective action)

Response/Action:

Associate Chancellor Notified: _____

Date _____

Response/Action:

Chancellor Notified: _____

Date _____

Response/Action:

Board Notified: _____

Date _____

Response/Action:



MOTOR VEHICLE OPERATIONS AND SAFETY GUIDELINES

Purpose: SMCCCD employees must, at times, operate District vehicles off-site, in order to perform their assigned duties. These guidelines describe District related off-site operation of motorized vehicles.

Procedure

SMCCCD vehicles are to be operated in a safe manner by appropriately licensed drivers and consistent with local, state and federal laws. All accidents must be reported promptly according to procedures outlined below. The use of SMCCCD vehicles is limited to necessary District business.

Driver's Responsibilities

It is the driver's responsibility to insure the vehicle is safe to operate prior to departing the campus and to abide by the guidelines set forth herein. Failure to comply may result in disciplinary action.

- 1) Use of the vehicle only for conducting official business of the District.
- 2) Complete a visual safety inspection of the vehicle and complete and sign the inspection report form *prior to departing District property*.
- 3) Possess and carry a valid state driver's license.
- 4) Wear seat belt at all times while the vehicle is in motion. The driver shall also instruct all passengers to fasten their seat belts before the vehicle is in motion.
- 5) Operate the vehicle in a safe manner conforming to traffic laws and road conditions.
- 6) Smoking is prohibited in District vehicles.

Daily Operation

- A. The first daily user must complete the Visual Vehicle Inspection Checklist prior to off-site operation of the equipment. Complete the inspection report in the Vehicle Safety Log Book in each District vehicle. Please note any deficiencies in the Vehicle Safety Log Book and complete a Vehicle Service Request Form to address non-hazardous issues that can be addressed at a later time. If you find a condition you consider unsafe, please do not use the vehicle until a proper inspection and sign off has been completed.
- B. Use the "Vehicle Service Request Form" located in Log Book to report all vehicle problems immediately. Turn in the form along with vehicle keys to your Division / Department Office.

Keep the interior of the vehicle and equipment clean and free of litter.

In Case of Motor Vehicle Accident:

1. Stop immediately.

2. Take steps to prevent another accident at the scene.
3. Call 911 in the case of a medical emergency.
4. Contact the Department of Public Safety and/or local police authority as appropriate.
5. Secure names/addresses of all persons in the other vehicle.
6. Obtain names/addresses of all witnesses.
7. Obtain license number and State of registration of all involved vehicles.
8. DO NOT ADMIT RESPONSIBILITY.
9. Notify your Supervisor and complete a “**Report of Accident**” as soon as possible.

Motor Vehicle Safety Inspections

Driver responsibilities: The vehicle driver shall complete a visual inspection, note any concerns and sign the inspection form *prior to departing District property*. In the event the driver identifies any potentially hazardous conditions prior to departure, the driver is to request an alternate vehicle. In the event the driver identifies any non-hazardous conditions that can be addressed at a later time, the driver shall complete the tear-out Vehicle Service Request Form and submit to their division office along with vehicle keys at the conclusion of their trip.

Division and Facilities Responsibilities: The Division Dean / Department Director who is responsible for distributing vehicle keys will conduct periodic checks to insure drivers are completing the pre-trip safety inspections and signing the inspection report. The Division Dean / Department Director will address any non-conformances with individual drivers, implementing progressive discipline as appropriate. The Division Dean / Department Director, or their delegate, will insure that any vehicle problems reported via the Vehicle Service Request Form are documented via entry of a Facilities Work Request. If Facilities is unable to perform needed service or repairs, the Facility Manager will facilitate completion of the service / repairs with a licensed repair facility.

The Facilities Department, under the direction of the Chief Engineer, will create Facilities Work Requests to schedule regular (at least quarterly) visual inspections by the Facilities Department. The Chief Engineer will also enter Facility Work Requests as a reminder to the Divisions responsible for each vehicle to have factory recommended service inspections and/or maintenance performed at a licensed repair facility. Vehicles with reported deficiencies should not be put into service until certified by a licensed repair facility.



USE OF PERSONAL PROTECTIVE EQUIPMENT

Purpose: Facilities Department work can be inherently prone to injuries and accidents, by virtue of the hands-on, physical and often strenuous activities we perform in a variety of environments. This document provides guidelines on the appropriate use of personal protective equipment.

Guideline:

Safety is a top priority, for us and our customers. Safety is everybody's responsibility. Our weekly safety training program keeps safety on the forefront of our minds. Our Facilities Safety Task Force keeps us cognizant of maintaining a safe workplace and demonstrating safe behaviors.

It is every FPO employee's responsibility to don personal protective equipment (PPE) as needed to ensure his/her personal health and safety. It is also every FPO employee's responsibility to notify his/her supervisor if access to PPE is not available or if PPE previously issued is in need of replacement.

In order to illustrate conditions wherein employees must wear PPE to ensure health and safety, the following list of examples is provided. This list is not comprehensive; it is included to illustrate the intent of this PPE guideline.

- Safety vests should be worn by FPO employees when working in and around roadways, regardless of whether vehicular traffic is present. This applies to Groundskeepers, Engineers - and even Custodians when they are collecting bags of trash and recyclables.
- Safety vests, hardhats, enclosed footwear, and eye protection must be worn when FPO employees enter construction sites. Ear protection should be donned as needed.
- FPO employees must read and follow labels and MSDS guidelines related to PPE when using chemicals.

Customer Service



San Mateo County Community College District

Facilities Planning & Operations

Customer Service Training Module

Our Customers

- Students
- Faculty
- Staff
- Visitors
- General Public



Providing High Quality Service



What our customers want

- Treat them as individuals
- Be friendly and helpful
- Be an active listener – be sure what you heard is actually what they meant
- Do what you have committed to do in the timeframe you promised



What Our Customers Need

- To feel welcome – they are not an intrusion into your work but are the reason for it
- Timely service
- To be recognized & remembered
- The same things that you need:
 - To feel comfortable, important, appreciated and respected



Customers always come first

- Smile
- Say hello
- Show respect and concern for the customer
- Be courteous
- Be positive and enthusiastic



How to Build a Good Customer



- Introduce yourself
- Offer your help & smile
- Call the customer by name
- Listen to the customer and make eye contact
- Take action or get someone who can
- Review the problem/issue/need to confirm that you understand
- Follow-up
- Thank the customer for bringing problem to your attention
- Remember what business we are in – *Customer Satisfaction*

Impact of a Bad Experience

- Customer might tell 20 others about it
- If each of those 20 tells 5 others, 100 people may hear about the bad experience
- Imagine the results if 10 customers have bad experiences!



Turn an Unhappy Customer into a Happy One

- Let the customer blow off steam before proceeding
 - let them vent their frustrations to you
- Listen carefully and be sure you understand what was said to you by confirming: "What I heard you say is..."
- Ask questions until you understand the complaint
- Propose a solution to the problem and when it will be resolved
- Make certain the results will satisfy the customer
- Apologize for any inconveniences
- Do exactly what you promised you would in the time that you committed to
- Check back with the customer and make sure that they are satisfied

Ten Commandments of Human Relations

1. Speak to people
2. Smile at people
3. Call people by name
4. Be friendly & helpful
5. Be cordial
6. Be genuinely interested in people
7. Be generous with praise
8. Be considerate of other's feelings
9. Be alert to give service
10. Add to this a good sense of humor ☺



Do Says -- Don't Says

- ☺ I can help you
- ☺ You need to talk to my supervisor
- ☺ Let's see what we can do about this
- ☺ That's not my fault
- ☺ I understand your frustration
- ☺ You're right – this stinks

Do Says -- Don't Says

- ☺ This is who can help you . . .
- ☺ That's not my job
- ☺ I'm sorry -
- ☺ Calm down !
- ☺ I'll try my best
- ☺ You want it fixed by when ?

Do Says -- Don't Says

- Ⓐ What I can do is . . .
 - Ⓑ No !
- Ⓑ I'll find out
 - Ⓑ I don't' know
- Ⓒ I'll get over and check out the problem
 - Ⓒ I'm busy right now
- Ⓓ I will call you back
 - Ⓒ Call me back

“WOW” Quality

- " *They are really helpful* "
- " *The quality of their work is second to none* "
- " *They fixed my problem in no time flat* "
- " *The staff are always courteous* "



If we act with positive attitudes and take the utmost pride in our relationships with our customers

*we can **together**
exceed expectations
and delight our customers.*

Accept this challenge and make it so!

