

## OPERATIONS MANAGER

### DEFINITION

Plans, coordinates, and directs the operational activities of a college campus.

### TYPICAL DUTIES

Plans, manages, and assigns operational activities which may include custodial, related custodial stores activities, gardening, and receiving at a college campus.

Oversees the inspection of buildings, grounds, and equipment for housekeeping, sanitation, and safety requirements.

Develops, adjusts, and assigns work schedules for regular and special operational activities.

Assures adherence to prescribed policies, procedures, work standards, and related requirements.

Provides advice on problems, regulations, procedures, and standards concerning operational activities.

Monitors operations budgets and allocates resources as needed.

Coordinates the use of building facilities with student groups, faculty, administration, and civic groups.

Analyzes staffing, equipment, and materials needs for operational activities and makes appropriate recommendations.

Responds to emergency calls concerning operational activities and inspects sites and assigns staff to perform cleanup and related work.

Requisitions, receives, distributes, and keeps records of supplies and equipment used in the operational activities of the college.

Supervises, trains, and evaluates all assigned supervisors and staff.

Plans and implements operational in-service training.

Confers with administrators, instructors, department heads, students, and the public regarding the use of college facilities for various activities.

Maintains records and prepares reports related to operational activities

Coordinates the moving of equipment and furniture.

May issue and maintain records of keys.

May manage central receiving and storekeeping operations.

May manage the work of a gardening crew.

May manage the maintenance and operations vehicle service area.

May manage the campus swimming pool(s).

May manage a campus recycling program and source separation activities.

May act for the Director of College Facilities in his/her absence.

Performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

An **Operations Manager** plans, coordinates, and directs the operational activities of a college campus.

A **Director of College Facilities** plans, coordinates, and directs the maintenance and operations activities of a college which include responsibility for the physical condition of the buildings, grounds, and equipment.

## SUPERVISION

General supervision is received from a Director of College Facilities. General supervision is exercised over supervisory custodial staff and may be exercised over other supervisors in the physical plant organization.

## CLASS QUALIFICATIONS

### Knowledge of:

- Rules, regulations, agreements, and procedures affecting employees supervised
- Principles of management and supervision, including principles of training, employee evaluation, and employee relations
- Principles of work scheduling
- Current practices, materials, and equipment of custodial work
- Proper cleaning agents, methods and equipment for varying types of fixtures, furniture, glass, metal, woodwork, walls, ceilings, windows, and floor coverings
- Fundamentals of lighting, plumbing, heating, and ventilating systems of buildings or groups of buildings
- Gardening methods, materials, and tools and storekeeping procedures
- Painting methods, materials, and techniques
- Methods used in inventory control
- Fire and safety regulations
- Principles of recordkeeping
- Capabilities of computer applications, systems, and hardware

### Ability to:

- Administer a complex and diverse operational program for a college
- Train and direct the work of others through subordinate supervisory personnel
- Develop and adjust work schedules for operational activities
- Interpret and apply regulations, rules, and policies
- Work effectively and harmoniously with college personnel and the public
- Communicate effectively, orally and in writing
- Analyze problems and determine effective solutions
- Evaluate, counsel, and assist employees with job-related deficiencies
- Act quickly in emergencies

Ability to: (Cont.)

- Evaluate work methods and performance
- Make accurate estimates of labor and supplies
- Plan ahead and meet schedules
- Effectively utilize computer equipment and software in the performance of duties
- Give clear and concise oral and written instructions
- Maintain records and prepare reports
- Learn specialized computer applications

ENTRANCE QUALIFICATIONS

Education and Experience:

Graduation from high school or its equivalent **AND** successful completion of nine college semester units or 180 hours at an adult school, in supervision or management courses, or any equivalent combination of coursework. An associate's degree in facilities management is desirable.

**AND**

Three years of full-time paid experience as a Custodial Supervisor, or two years of experience as a Senior Custodial Supervisor, Gardening Supervisor, or Stock Control Supervisor with the Los Angeles Community College District. Equivalent type of experience at a level comparable to that of one of the listed classes with a public agency or private firm may be substituted on a year-for-year basis.

Special:

A valid Class "C" California driver's license.  
Access to an automobile.

Special Note: Successful completion of LACCD Supervising Building and Grounds Personnel 101 and/or 102 training courses will be accepted as qualifying.