



**JULY 2012**  
**FLSA: EXEMPT**

## **MAINTENANCE SPECIALIST**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general direction, performs a variety of professional-level support duties to the maintenance function and the Computerized Maintenance Management System (CMMS), including evaluating and analyzing maintenance procedures and maintenance interfaces with other divisions; develops and recommends revisions to the procedures and interfaces to optimize efficiency; and provides management of the workload control segment of the CMMS; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory and/or management staff. Exercises no direct supervision of staff. May exercise functional and technical leadership in assigned workgroups or teams and coach and/or mentor less experienced staff.

### **CLASS CHARACTERISTICS**

This class is responsible for performing a variety of professional-level duties in the coordination of District maintenance projects, including developing metrics to track the maintenance processes to ensure that they are functioning efficiently, and coordinating process changes with contractors and other departments. Incumbents are fully aware of the operating procedures and policies of the work unit and receive only occasional instruction or assistance as new or unusual situations arise. Responsibilities may include the oversight of programs and/or projects and leads by example. This classification is distinguished from maintenance-related classifications in that it acts as the point of contact within the department for maintenance project planning and scheduling, materials procurement, project controls, and contract management, as well as develops and implements process changes in the management of maintenance projects at the District.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Evaluates and analyzes maintenance procedures and maintenance interfaces with other divisions; develops and recommends revisions and changes to the procedures and interfaces to optimize efficiency.
- Coordinates the implementation of changes to maintenance processes; develops performance measures to track effectiveness of change management; develops metrics to track maintenance process to ensure processes are performing as desired.
- Provides oversight for contract services, small projects, and capital improvements involving the maintenance division; serves as single point of contact for major work planning and scheduling, materials procurement, contract management, and maintenance program development to streamline workflow, reduce maintenance costs, and improve the quantity and quality of the services provided.
- Maintains the workload control segment of the CMMS to streamline the work review and planning

processes, reduce the administrative overhead for field personnel, and provide an interface between maintenance line personnel and the departments provided services to or receiving services from the District.

- Evaluates technologies and processes related to the maintenance planning function for possible use by the District; reviews and evaluates research, reports, technical literature, and related reports; performs process and economic calculations and makes recommendations to management based on findings.
- Participates in the development and implementation of standards used; conducts comprehensive analyses of various processes used in related processes and procedures; researches and recommends quality improvement standards.
- Prepares analytical and statistical reports on operations and activities.
- When assigned to programs and/or projects, provides leadership and guidance to others. As a program and/or project leader, may direct, assign, train, monitor and review the work activities of team members; determines work priorities; oversees quality and quantity of work performed and ensures adherence to established procedures by instructing employees accordingly; is a reference to employees by possessing specialized skills; develops and implements work improvements.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of maintenance management.
- Performs related duties as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Project management principles and practices.
- Methods, techniques, materials, equipment, and tools used for maintenance functions and procedures.
- Operational characteristics of process and facility equipment.
- Principles and applications of critical thinking and analysis.
- Methods and techniques of research and data analysis.
- Principles and practices of fiscal, statistical, and administrative research and report preparation.
- Accounting principles and practices.
- Basic principles and practices of budget preparation and administration.
- Principles and practices of contract negotiation, preparation, and monitoring.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet applications.
- Time, material, and labor cost estimating principles and practices used in maintenance and repair projects.
- Technical report writing and preparation of correspondence.
- Principles and procedures of record keeping.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of mathematics and their application to the assigned function.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing guidance and training to less experienced staff.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

### **Ability to:**

- Perform work of a specialized nature requiring the ability to use independent judgment and personal initiative.
- Oversee programs and/or projects and by example promote the individual professional growth and development of less experienced staff.
- Plan, schedule, assign, and oversee activities of assigned workgroups or teams.
- Resolve conflict through supervision in establishing workable solutions and alternative approaches.
- Inspect the work of others and maintain established quality control standards.

- Demonstrate safe work practices and procedures in the workplace.
- Train others on proper work procedures and lead by example.
- Apply critical thinking and analysis to a broad range of situations.
- Plan and organize projects and work assignments effectively.
- Identify and respond to sensitive organizational issues, concerns, and needs.
- Maintain confidentiality in maintaining critical and sensitive information, records, and reports.
- Analyze and assess programs, policies, and operational needs, recommend appropriate adjustments, and implement and monitor changes.
- Use critical thinking techniques in reaching independent decisions.
- Compile and analyze information and data from multiple sources.
- Develop recommendations for problematic areas and implement and monitor changes.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Use critical thinking techniques in determining problem resolutions.
- Prepare clear and concise reports and recommendations.
- Consult, research, negotiate, and monitor contracts and agreements.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Understand the organization, operation, and services of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Work cooperatively with other departments, District officials, and outside agencies.
- Interpret technical information for a variety of audiences.
- Prepare clear and concise technical reports, documentation, correspondence, and other written materials.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Possession of a bachelor's degree from a college or university which is accredited by the US Department of Education, with major coursework in a technical field, business or public administration, or a related field; AND,
2. Four (4) years of increasingly responsible experience in performing research, analysis, and project management duties.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.