ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, City Hall Operations
Job Code: 8070
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage and coordinate custodial, security, and customer service operations and construction projects at City Hall and to supervise assigned staff.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff: plans, directs and reviews work of individuals and the team; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and management; and trains staff in operations, policies, and procedures.

Organizes, prioritizes, and assigns work: prioritizes and schedules work activities in order to meet objectives; develops and oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to Director, Capital Projects; and updates and

maintains department standard operating procedure manuals.

Manages custodial operations, security, and safety at City Hall: develops and coordinates cleaning schedule and duties; receives and assigns work orders for routine building maintenance and repair; develops, coordinates and maintains evacuation and safety plans and programs; ensures inspections are performed and documented for fire alarms, fire sprinkler systems, emergency generators, battery systems and other safety equipment and systems; and coordinates with security personnel, local law enforcement, local fire department staff and others to develop and implement work processes and procedures.

Manages and coordinates construction projects at facility: participates in bid creation, distribution, and evaluation; enters contract data into database; attends regular project progress meetings; works with contractors, staff, work crews or others to resolve problems and initiate the appropriate solutions; assists with field decisions and change orders; monitors adherence to project schedules and budgets; inspects quality of work and materials; and coordinates inspections and final project acceptance with appropriate personnel as required.

Maintains inventory of tools, equipment, and supplies: solicits quotes and bids from vendors for various tools, equipment, and supplies; reviews quotes, bids, and specifications to determine the qualification of suppliers of products; researches products and equipment; recommends or selects vendors; prepares and enters purchase orders; and ensures compliance City procurement policy.

Manages and coordinates other activities in support of City Hall operations: receives and responds to service complaints and issues; reviews activities calendar and coordinates with vendors and organizers regarding facility use and coverage; schedules vehicle maintenance; answers phone calls; and enters data.

Maintains inventory of tools, equipment, and supplies: solicits quotes and bids from vendors for various tools, equipment, and supplies; reviews quotes, bids, and specifications to determine the qualification of suppliers of products; researches products and equipment; recommends or selects vendors; prepares and enters purchase orders; and ensures compliance City procurement policy.

Develops and administers budget for area of assignment; makes recommendations regarding budget allocations for staffing, equipment and capital improvement needs; prepares estimates for all maintenance activities and construction projects; monitors expenditures against approved budget; and maintains related documentation.

Communicates with supervisor, subordinates, other City employees, contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, invoices, time sheets, budget and financial documentation, job posting, employee documentation, contracts, requisitions, bids, mail reports, purchase orders, performance appraisals, standard operating procedures, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Associate degree in Business or a related field required; supplemented by three years of experience in customer service, operations management, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as a first-line supervisor, including instructing, assigning and reviewing work, maintaining standards, coordinating activities, and evaluating employee job performance.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.