

CLASS SPECIFICATION
Facilities Maintenance Dispatch/Scheduler

FLSA Status: Non-exempt
Union Representation: District Council of Trade Unions (DCTU)

GENERAL PURPOSE

Under general supervision, provides for the day to day maintenance and operation of City buildings by scheduling and dispatching Facilities Maintenance Technicians, building trades workers, and equipment; programming and troubleshooting lighting, heating, ventilation, air-conditioning, security and other systems using direct digital controls; scheduling public meeting rooms and related services.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class use a computerized work management system to schedule and dispatch Facilities Maintenance Technicians, who provide basic electrical, plumbing, carpentry, and mechanical maintenance and repair services, and building trades workers as necessary. They dispatch materials and equipment, and order parts, equipment, and janitorial supplies for buildings City-wide. They also monitor and operate direct digital control systems to manage access to and the environment in buildings equipped with these controls. In addition, they schedule use of public meeting rooms in the core area and coordinate room set-up, audio-visual equipment, and security as needed.

Facilities Maintenance Dispatch/Schedulers are distinguished from Service Dispatchers in that they are responsible for dispatching facility rather than public works maintenance personnel, and they are responsible for prioritizing and scheduling work, authorize the use of contract and on-call personnel as needed, and perform a variety of duties concerning the use, systems control of, and access to multiple City owned and/or operated facilities.

Facilities Maintenance Dispatch/Schedulers are distinguished from Maintenance Planner/Schedulers in that the latter class is responsible for planning and coordinating construction, installation, maintenance and repair for public works maintenance projects. Also, Maintenance Planner/Schedulers are required to have knowledge of large public works systems, and regulations and procedures related to the work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Prioritize, schedule, and account for the activities of Facilities Maintenance Technicians and of contract maintenance personnel City-wide using a computerized work management system; dispatch maintenance staff in response to calls for service; and procure and dispatch parts and materials as needed.
2. Ensure that routine maintenance schedules are adhered to; and, within guidelines, revise them as necessary.
3. Schedule contracted services such as custodial, pest control, security, and re-cycling.

4. Generate work orders, and produce reports using facilities maintenance software.
5. Process orders for and dispatch or distribute supplies, materials, and equipment
6. Program and monitor a variety of direct digital control systems, such as elevators, lighting, HVAC systems, locks and access cards in buildings equipped with these controls; troubleshoot malfunctions using a variety of digital control systems.
7. Issue identification and access key cards to multiple City owned and/or operated facilities.
8. Schedule the use of downtown meeting rooms and arrange for set-up of seating, audio-visual equipment, and security services as necessary.
9. Apply knowledge of basic safety and regulatory requirements to notify staff of potential hazards and dispatch appropriate equipment.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Facilities maintenance terminology, techniques and priorities.
2. Digital control systems.
3. Work order scheduling using computerized scheduling and tracking systems.
4. Procurement procedures.
5. Building access and security systems.
6. Knowledge of general safety and regulatory requirements.

Ability to:

1. Communicate effectively and efficiently over the telephone and in writing.
2. Respond to customer needs efficiently and courteously.
3. Prioritize an array of tasks according to general guidelines and practical constraints.
4. Adjust priorities quickly according to changing needs.
5. Work effectively under stress.
6. Reconcile work orders and costs.
7. Recommend changes to procedure.
8. Maintain files, records and documentation.
9. Operate computer and use software for word-processing, spreadsheet, database and other work related specialized applications.

10. Exercise independent judgment and initiative within established guidelines.
11. Establish and maintain effective working relationships with supervisors and staff, staff of other bureaus, and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and one year of journey-level experience in building maintenance; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):

0960 PROGRAM TECHNICIAN, Facility Dispatcher/Scheduler specialty. Adopted: 01-01-00

Revised: 03-17-04 (Changed the title from Facilities Maintenance and Access Control Specialist to Facilities Maintenance Dispatch/Scheduler)

June 2009 - Change Job Class number from 7713 to 30000711, due to system change.

Revised: 07-01-17 Changed from nonrepresented to District Council of Trade Unions (DCTU) union representation.