

**CHICO UNIFIED SCHOOL DISTRICT
MAINTENANCE AND OPERATIONS COORDINATOR**

DEFINITION

Under direction, to perform a full range of mission critical duties supporting the Maintenance and Operations Department. To serve as the initial contact/resource person for the director and managers; screen calls, visitors and mail; respond to sensitive requests for information and assistance; interpret policies, rules and regulations in response to inquiries and complaints; resolve site concerns and complaints; refer inquiries as appropriate. To assist all site principals, secretaries, custodians, maintenance workers, outside vendors, and the public. To assess and evaluate situations effectively, identifying critical issues quickly and accurately, and creating innovative solutions to complex problems.

SUPERVISION EXERCISED

May exercise functional and technical supervision over clerical staff and custodial substitutes.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

- Participate and assist in the administration of the office; plan, organize and oversee activities and operations associated with the office; relieve the director and managers of a variety of administrative details.
- Perform the full range of secretarial duties for the director and managers; type and assemble reports, manuals, correspondence and other materials; independently respond to letters and general correspondence; compose and prepare letters, memoranda and reports pertaining to standard policies; post necessary information and announcements.
- Serve as initial contact/resource person for the office; screen calls, visitors and mail; respond to sensitive requests for information and assistance; interpret policies, rules and regulations in response to inquiries and complaints; resolve concerns and complaints; refer inquiries as appropriate.
- Work with managers to maintain a substitute custodial labor pool and assign substitutes to sites as necessary. Listen to complaints and positive input from sites, verify site information, if possible, and determine future assignments for substitutes. Be prepared to adjust assignments as future calls are received.
- Assist with processing incoming work orders, assigning to the correct trade, determining whether it is a safety or security issue, call tradesperson on phone and alert them to any work orders that need to be completed immediately.
- Assist sites in correct usage of work order system; input work orders that cannot be completed by site personnel.
- Maintain calendar for the director regarding meetings; coordinate activities with other District departments, divisions, the public and outside agencies; make necessary arrangements and prepare agendas for meetings; take and transcribe dictation and minutes as assigned.
- Participate in the administration of the custodial budget; monitor expenditures; maintain administrative and financial records.
- Recommend and assist in the implementation of goals and objectives; implement policies and procedures.
- Provide information and forms to staff and the general public; collect and process appropriate information; apply policies and procedures in determining completeness of applications, records and files.
- Log all absences, extra assignments and hours worked by substitute custodians and maintenance staff.
- Work with outside vendors to purchase custodial supplies and make needed equipment repairs.
- Generate purchase order numbers; process invoices; assign appropriate account codes.
- Maintain vandalism database.
- Plan, organize, and coordinate the supplies required from outside vendors for all sites setting up inventories and deliveries, receive calls from all site custodians if they are experiencing problems with deliveries or inventory and contact vendor for corrections.
- Assign, issue, and maintain inventory of school site master keys issued to substitute custodians and other authorized personnel.
- Serve as liaison between the director and manager, vendors, parents and other staff members.
- Requisition, receive, store and distribute supplies; prepare purchase orders for materials and supplies.
- Assist in the preparation of special projects and assignments as requested.
- Operate and perform minor maintenance on office machines, including copiers, calculators and computers.
- Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

- Principles and practices of office management;
- Modern office practices, methods and equipment, including computer equipment;
- Principles of business letter writing;
- Principles and procedures of record keeping;
- Principles of lead supervision and training;
- Word processing methods, techniques and programs, including spreadsheet and database operations;
- Principles and practices of data collection and report preparation;
- Techniques used in public relations;
- Alphabetical, numerical and subject matter filing systems;
- Basic accounting and bookkeeping procedures;
- Basic mathematical principles;
- English usage, spelling, vocabulary, grammar and punctuation.

Skill to:

- Operate modern office equipment, including computer equipment;
- Type or operate a keyboard at a level proficient for successful job performance.

Ability to:

- Learn, interpret and apply the policies, procedures, laws and regulations pertaining to assigned programs and functions;
- Perform responsible and difficult office management, administrative, clerical and secretarial work involving the use of independent judgment and personal initiative;
- Understand the organization and operation of Maintenance and Operations Department and District as necessary to assume assigned responsibilities;
- Independently compose correspondence and memoranda;
- Compile and tabulate information and data and prepare summaries and reports;
- Maintain and prepare complex, extensive and confidential records and reports;
- Plan and organize work to meet schedules and timelines;
- Work effectively and efficiently under pressure with constant interruptions;
- Analyze situations carefully and adopt effective courses of action;
- Respond to requests and inquiries for information regarding District policies and procedures;
- Interact effectively and sensitively with individuals from diverse backgrounds;
- Meet and deal tactfully and effectively with the public;
- Exercise good judgment, flexibility, creativity and sensitivity in response to changing situations and needs;
- Communicate clearly and concisely, both orally and in writing;
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

EXPERIENCE, EDUCATION, AND TRAINING GUIDELINES

Any combination equivalent to experience and training that would provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Experience:

- Two (2) years of responsible secretarial and clerical support experience which included decision making responsibilities and exercising of independent judgment.
- Experience in a school district maintenance, operations and facilities is highly desirable.

Training:

- Equivalent to the completion of the twelfth grade supplemented by specialized training in office practices or a related field.

SPECIAL REQUIREMENTS

- Must pass the competency exam of the classification as designated by the Classified Human Resources Department.

PHYSICAL DEMANDS

Essential duties require the following physical skills and work environment:

- This type of work requires occasional or frequent standing, walking, sitting, and reaching for extended periods of time.
- Ability to work in a standard office environment.
- Ability to sit at a desk, conference table, or in meeting rooms of various configurations for extended periods of time.
- Facility to see and read, with or without vision aids, a computer screen and printed matter, and to distinguish colors.
- Sufficient hearing to understand speech at normal room levels, and to hear and understand speech on the telephone.
- Manual dexterity to operate a telephone and enter data into a computer using both hands.
- Ability to speak in an understandable voice with sufficient volume to be heard in normal conversation and on the telephone.
- Ability to exert up to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Ability to work overtime on evenings and weekends, as needed.