

NEW CASTLE COUNTY GOVERNMENT

Number 0846

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CLASS SPECIFICATION

Date 03/08/2022

Title: CHIEF OF BUILDING OPERATIONS AND MAINTENANCE

Approved:



GENERAL STATEMENT OF DUTIES:

The Chief of Building Operations and Maintenance ensures that all New Castle County ("County") facilities meet the operational needs of employees and customers by managing and directing activities related to the operations and maintenance of New Castle County buildings and the accompanying parcels. Responsibilities include but are not limited to planning, design and construction of all County buildings; renovation and rehabilitation of all County buildings; operation and maintenance of all County buildings including building systems (HVAC, plumbing, electrical, mechanical, etc.).

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class analyzes the maintenance and operational needs of County facilities, including all building systems and external utility operations and supervises staff to meet those needs. This employee regularly assesses the condition of County facilities and their systems to ensure proper preventative maintenance, energy efficiency and sustainability. This employee works under the general supervision of the Fleet and Facilities Division Manager.

EXAMPLES OF WORK: (Illustrative only)

- Conducts assessments and feasibility studies to determine appropriate actions required when problems arise;
- Maintains a condition scoring model to proactively prioritize capital improvements and operations and maintenance activities;
- Ensures proper response to inquiries and requests for service from internal and external customers and supervises administrative services and technical/support staff;
- Prepares bid specifications based on the individual, capital, operation and maintenance needs of County buildings and their parcels;
- Ensures proper monitoring of all building systems for appropriate operation to promote excellent customer service and energy efficiency;
- Prepares, develops and administers the operating/capital budget for each separate facility and oversees related purchasing requirements and functions;
- Coordinates inter-departmental or contractual services for maintenance, alterations and repairs to buildings, building systems and/or external utilities;
- Supervises and coordinates activities of employees in the Building Maintenance section, including customer service, employee development and safety training;
- Serves as liaison between New Castle County and City of Wilmington to ensure proper use and care of the City/County Building;

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- Handles complaints and resolves problems regarding facilities;
- Develops a preventive maintenance program; utilizing Computerized Maintenance Management System to document facilities workflows;
- Administers and directs operations and maintenance programs for all County facilities; develops and recommends new/revised policies, procedures, programs, goals and objectives;
- Develops plans to expand and improve maintenance services; conducts interviews with other County department representatives; interfaces with vendors and contractors to coordinate new/improved services while overseeing various projects;
- Supports Senior Management in evaluating, analyzing, recommending and implementing policies, procedures and systems regarding fiscal and budgetary matters, staffing and special projects;
- Oversees the planning, design and construction of all facility capital projects and building renovations;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of all aspects of facilities operations and maintenance; principles of asset and project management; thorough knowledge of planning, scheduling, supervision and facilities administration; knowledge of the planning, design, renovation and construction of facilities; thorough knowledge of Computerized Maintenance Management Systems and Microsoft Office Suite; good knowledge of safety practices, safety laws, regulations and methods of fire prevention and control; good knowledge of methods of energy efficiency/sustainability in building operations; good knowledge of record keeping and report writing; ability to plan, assign, supervise and inspect the work of others; ability to understand, evaluate, use and revise building bid specifications; ability to communicate courteously and effectively, both verbally and in writing; ability to estimate budgetary expenditures and operational costs; ability to maintain good relationships with co-workers, tenants and the public; ability to pass a Class III County physical examination; possession of a valid Delaware Class D driver's license or its equivalent.

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ACCEPTABLE EXPERIENCE AND TRAINING:

At least five years' experience in the maintenance, operation, construction and repair of buildings and facilities to include coordination and monitoring of projects, preparation and administration of an operational and capital budget, and at least five years responsible supervisory experience and possession of a Bachelor's Degree from an accredited college or university in Facilities Management, Architecture, Engineering or other technical discipline; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

HISTORY OF REVISIONS:

Established: 03/23/70
Revised: 07/01/83
Revised: 07/06/82
Revised: 06/05/89
Revised: 04/01/94
Revised: 07/01/97
Revised: 05/01/01
Revised: 03/08/22