

FACILITIES OPERATIONS SPECIALIST

GENERAL DESCRIPTION OF CLASS

Under the direction of an administrator or manager, the incumbent serves as the primary front line support for dispatch and operational coordination for the facilities departments and college police. The position provides comprehensive administrative and technical support to all Facilities departments, including Maintenance, Construction, Grounds, Custodial, Transportation, Technical Services, Printing Services, Shipping and Receiving, the College Police Department and the Director of Facilities. This position independently receives, prioritizes, and routes both emergency and non-emergency calls, alarms, radios, service requests, and communications that directly impact campus safety, maintenance and property, and District operations. In addition to dispatch responsibilities, daily work is performed in a continuously changing, high-pressure environment requiring exceptional multitasking, rapid independent judgment, and a broad understanding of operational workflows, safety protocols, and compliance requirements across multiple District functions.

REPRESENTATIVE DUTIES: The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this class. The essential duties of the class are indicated with an asterisk*.

Dispatch, Communications, and Operational Coordination

1. Serves as the primary dispatch point for all Facilities and College Police communications; receives, triages, prioritizes, documents, and directs emergency and non-emergency calls, alarms, radio traffic, service requests, and field communications.*
2. Monitors and oversees multiple communication systems including two-way radios, multi-line phones, alarm panels, emails, fax, mail, and walk-ins; reallocates workflow continuously to support District safety.*
3. Exercises independent judgment in high-pressure situations requiring immediate action impacting District safety, compliance, and operations.*
4. Provides operational coordination for all Facilities departments and College Police; independently prioritizes and routes field responses and emergent safety needs to supervisors, the Director of Facilities, and the Chief of Police.*

Facility Use, Access Control, and Safety Compliance

5. Coordinates all District-wide Facility Use Requests (FUR), including external agency requests; verifies space and equipment availability, identifies conflicts, ensures personnel coverage, secures required certificates of insurance, and coordinates signage, custodial, maintenance, ITS support, and parking accommodations; maintains calendars, data, and records.*
6. Supports the District key/security systems and building access control including proximity cards, access levels, lost/stolen procedures, and building security compliance, collects required information for re-keying of buildings or sites and processes documentation; performs audits and creates reports. *
7. Supports the District Safety Data Sheet (SDS) program by maintaining online system records, and providing user support by creating manuals, setting up new user accounts, resetting passwords, and troubleshooting system issues as needed.
8. Assists in reviewing and updating District compliance plans; researches regulations and codes, recommends updates, distributes plans to plan champions, and ensures compliance with policies, procedures, and regulations.*

9. Coordinates District safety trainings including but not limited to Spill Prevention, Control and Countermeasures (SPCC), Forklift, and Confined Space trainings; schedules sessions, collaborates with trainers and District Loss Control Advisor, registers employees, processes certifications, maintains training records, and tracks expiration dates.*

Administrative, Clerical, and Program Support

10. Organizes and coordinates office operations; prepares, edits, and maintains documents, forms, spreadsheets, reports, various software inputs, and confidential materials; exercises discretion and maintains confidentiality.*
11. Provides advanced document production, including complex formatting, publications, surveys, charts, presentations, and correspondence; creates and maintains databases and electronic filing systems.*
12. Provides day-to-day administrative and technical support to faculty, staff, students, vendors, and the public; responds to inquiries regarding District programs, policies, and procedures; supports reception and information services.*
13. Coordinates calendars, meetings, travel, and logistics for assigned administrator(s); prepares travel authorizations, conference registrations, and reimbursement claims.*
14. Assists with on- and off-campus event coordination, including District communications, reservations, catering, speakers, and community partnerships.*
15. Supports District committees, including Safety and Land Use committees; prepares agendas and minutes, tracks action items, compiles reports, maintains SharePoint documentation, issues districtwide announcements, and supports compliance and reporting needs.*

Work Order, Technology, and Systems Management

16. Receives, prioritizes, and routes maintenance requests through the District's computerized maintenance management system, enters and closes work orders, maintains inventory and cost data, and supports users with manuals, account setup, and troubleshooting.*
17. Utilizes computerized maintenance management system including data entry, tracking, and updates for key management, work order management, fleet vehicles, asset management, building and room entry, lock management, and preventive maintenance; works to ensure information accuracy and system integrity; generates and reviews reports to support departmental operations and compliance; provides user support and troubleshooting assistance as needed.

Capital Projects, Procurement, and Financial Support

18. Provides administrative and technical support for the Construction Program and Capital Improvement Projects, including confidential bid openings, DIR registration, Notices of Completion, preliminary notices, and compliance tracking.*
19. Tracks expenditures for scheduled maintenance, facilities renewal, new construction, hazardous materials projects, and capital outlay projects.*
20. Processes and monitors budgets, encumbrances, requisitions, purchase orders, invoices, and financial transactions; supports Facilities Planning & Management (FP&M) with technical assistance related to departmental accounts.*
21. Balances utility accounts and supports financial reporting for Bond, Grant, Capital Outlay, and State project funds.*

College Police, DMV, and Safety Program Support

22. Supports College Police operations, including logging and tracking lost and found items, maintaining records, assisting with purging/donations, and maintaining digital and physical inventories, in accordance with established procedures.*
23. Supports DMV driver eligibility compliance processes for District transportation operations; verifies legal documentation, audits records, and ensures regulatory compliance, updates, and maintains program spreadsheets of actively enrolled participants; audits list on a regular basis, as required; retrieves driving records from DMV web-based database, as needed.*
24. Provides administrative and technical support for the District Drug and Alcohol Program; accesses confidential driver information, maintains databases, and assists with testing coordination.*
25. Assists College Police with maintaining Emergency Binders, Safety Maps, Phone Lists, and related documentation.*

Other Duties

26. Assists with development and maintenance of filing systems, construction plans, blueprints, vendor contracts, bid proposals, and related materials.
27. Schedules appointments and assists with room and office utilization; ensures schedules adhere to District timelines and policies.
28. Trains, and provides direction to student assistants; processes hiring paperwork and timesheets.
29. Provides support during emergencies or disasters as needed.
30. Performs other duties as assigned.

MINIMUM QUALIFICATIONS**EDUCATION AND EXPERIENCE:**

- Associate degree;* **AND**
- Three (3) years of increasingly responsible experience directly related to the duties and responsibilities of this class.
- Or, any combination of education and experience which would provide the required qualifications for the position.

**Associate degree education equivalency is a 1 to 1 equivalency, one year of responsible work experience related to the classification for each full year (24-30 units) of college.*

CERTIFICATES, LICENSES, REGISTRATION AND OTHER REQUIREMENTS:

- May be required to travel for various off-site meetings, trainings, conferences, and/or events in support of the overall objective of the position.

DESIRED QUALIFICATIONS:

- Bachelor's degree in office administration, business administration, or related discipline.
- Experience in emergency dispatch, public safety, or facilities operational coordination.
- Work experience in a California public agency, preferably a community college.
- Experience with facilities, public safety, dispatch construction or field operations
- Knowledge of OSHA, fire code, building systems, and emergency protocols.
- Previous experience working for a senior level manager or administrator within a higher education environment.

KNOWLEDGE, SKILLS, AND ABILITIES: (May be acquired through education, training and/or experience.)**Knowledge of:**

- District and college policies, procedures, rules, and regulations related to the area of assignment.
- California Education Code and Title V as it relates to the area of assignment.
- Family Educational Rights and Privacy Act (FERPA).
- Rules, regulations, laws, and Board policies, and procedures governing the District.
- Campus and community resources available to assist students with meeting basic needs and/or addressing academic needs.
- District organization, operations, and objectives.
- California Education Code related to the area of assignment.
- Federal Educational Rights and Privacy Act (FERPA).
- Principles and practices of sound business communications.
- Specialized terminology related to the area of assignment.
- Design and layout for publications.
- Business correspondence and report preparation.
- Computer software programs and applications related to the scope of the assignment.
- Proper spoken and written English usage.
- Elements of proper grammar usage, spelling, vocabulary, and punctuation.
- Basic mathematics.
- Composing, proofreading, and preparing correspondence.
- Record-keeping, filing, file sharing, and filing system methods and techniques.
- Effective communication skills both verbally and in writing.
- Computer software programs, applications, databases, Customer Relationship Management (CRM), and Enterprise Resource Planning (ERP) systems; computer hardware and peripheral equipment related to the area of the assignment.
- Modern office practices, procedures, methods, and techniques.
- Interpersonal skills using tact, patience, and courtesy.
- Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint).

Ability to:

- Perform in a high-cognitive-load environment that requires multitasking under pressure, prioritizing safety and operations, and handling confidential, time-sensitive information.
- Independently perform the essential responsibilities of the position.
- Understand and apply District and department policies and procedures related to the area of assignment.
- Integrate local, state, and federal laws and regulations related to the area of the assignment.
- Read, understand, learn, interpret, and apply rules, regulations, policies, and procedures related to the area of the assignment.
- Department and/or program policies and procedures.
- Perform advanced administrative duties in support of the assigned department, division, and/or program.
- Update and maintain technical skills to perform the administrative responsibilities related to the area of assignment.
- Assemble and organize information and data.
- Demonstrate problem solving and critical thinking skills.
- Prepare clear and concise reports.

- Prepare spreadsheets, graphs, and charts.
- Enter, import, and export data to and from databases.
- Analyze and research problems to make appropriate recommendations to decision makers.
- Plan, organize, and prioritize workload to meet schedules and timelines.
- Independently apply good judgment in making sound and educated decisions.
- Communicate with administrators, managers, supervisors, directors, high level managers, faculty, staff, students and the community using patience, courtesy, and tact in a manner that reflects positively on the District and college.
- Demonstrate problem solving and critical thinking skills to resolve issues and mitigate conflict.
- Understand and carry out verbal and written instructions and direction.
- Effectively communicate both verbally and in writing.
- Communicate clearly and concisely, both verbally and in writing.
- Maintain accuracy and pay close attention to detail in a fast-paced environment of changing priorities.
- Compile, organize, and use various financial information necessary in the preparation and monitoring of budgets.
- Update and maintain files, file sharing, filing systems, and records accurately and completely.
- Compose correspondence and reports.
- Use discretion and handle students, staff, and faculty in a diplomatic manner.
- Prepare clear, concise reports.
- Access and use internal and external computer applications for a variety of administrative responsibilities related to the area of assignment.
- Create, prepare, generate, update, and maintain correspondence, reports, charts, spreadsheets, databases, and related materials utilizing a variety of software programs and applications.
- Update and maintain records, files, file sharing, and filing systems accurately and with confidentiality.
- Exercise problem solving and critical thinking skills related to the scope of authority.
- Utilize keyboarding skills commensurate with the required functions for this position.
- Effectively and fluently utilize computers to perform advanced-level document production, including the complex formatting of documents, creating charts, establishing, and maintaining databases and spreadsheets.
- Utilize computer software programs, applications, and databases; computer hardware and peripheral equipment related to the area of assignment.
- Communicate with students, staff, and the public in person and via a variety of communication modalities using various technology resources.
- Work with diverse populations.
- Maintain confidentiality.
- Establish and maintain effective and cooperative working relationships with those encountered during work.

RELATIONSHIPS WITH OTHERS

The incumbents in this class are in daily contact with department, college, District faculty, staff, administrators, students, vendors, and the public, as needed.

SUPERVISION EXERCISED and/or RECEIVED

The incumbents in this class provide work direction and/or guidance to lower-level staff, student assistants, student workers, and/or short-term, temporary staff.

The incumbents in this class receive general supervision from the assigned supervisor/director. Supervision is provided regarding interpretation and application of District, college, and/or department policies and procedures, applicable state, and/or federal regulations. Work is usually performed independently and reviewed by supervisors as needed to ensure accuracy, completeness, and compliance with practices and regulatory standards. Incumbents in this class follow policies and guidelines as outlined by the District, college and/or departmental procedures, policies, and directives.

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Physical Demands**

While performing the duties of this classification, the incumbent is regularly required to sit, walk, and/or stand, speak or hear, both in person and by telephone. Use hands repetitively to finger, handle, feel or operate standard office equipment; reach with hands and arms; and occasionally lift and carry up to 25 pounds. must frequently sit and/or stand for long periods of time; dexterity of hands and fingers to operate a variety of computer and office equipment, The incumbent may be required to bend at the waist, kneel and/or crouch; move about the college or District site(s). Specific vision abilities required by this job include close vision and the ability to adjust focus and view a variety of computer screens, printed documents, and instructions.

- **Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; use math/mathematical reasoning; perform highly detailed work under changing priorities and deadlines on multiple concurrent tasks; work with frequent interruptions, and interact with District and/or college faculty, staff, management, administrators, students, educational institutions, and others encountered the course of work.

WORK ENVIRONMENT AND CONDITIONS:

- **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The incumbent works under typical office conditions, and the noise level is usually quiet.

- **Working Conditions**

Work is performed primarily indoors where minimal safety considerations exist.

Butte Glenn Community College District (BGCCD) IS AN EQUAL OPPORTUNITY

EMPLOYER: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Butte Glenn Community College District is committed to creating a diverse workforce focused on equity, inclusion, and accessibility for all faculty, staff, administrators, managers, and students. The District is dedicated to building an environment that supports our diverse student populations providing opportunities to mentor, encourage, and prepare our students to be successful in the world and expose them to global perspectives. Our District community of professionals is devoted to enriching our students' lives by bringing to light a variety of ways to engage and discover their individual and collective paths through education.

BGCCD is committed to the principles of equal employment opportunity. It is the District's policy to ensure that all qualified applicants for employment and employees have full and equal access to employment opportunities and are not subject to discrimination in any program or activity of the District on the basis of ethnic group identification, race, gender, color, language, accent, citizenship status, ancestry national origin, age, sex, religion, sexual orientation, transgender, parental status, marital status, veteran status, physical or mental disability or medical condition, or on the basis of these perceived characteristics.