



**Code: 4548**

Family: Facilities

Service: Operation and Construction

Group: Building Maintenance and Operation

Series: Miscellaneous Building Trades

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## **CLASS TITLE: MANAGER OF BUILDING SERVICES**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, coordinates and supervises the maintenance, repair and cleaning services for public facilities and tenants in city-owned and operated buildings and performs related duties as required.

### **ESSENTIAL DUTIES**

- Conducts daily field inspections of municipal facilities and buildings to determine the extent of general repairs and maintenance required and to assess the quality of services completed
- Receives estimates from private contractors, researches costs for large or complex repair and/or maintenance projects and makes recommendations for the contracting or the utilization of city resources to complete identified tasks
- Reviews supply requisitions and monitors the usage of material and equipment supplies to reduce costs
- Supervises and coordinates the activities of maintenance workers, skilled trade crews and vendors
- Submits schedules to vendors responsible for supporting assigned buildings to inform them of scheduled activities, programs and special events
- Receives maintenance and repair requests from tenants and establishes work priorities
- Recommends changes to cleaning and maintenance methods and processes to improve operating efficiency
- Inspects cleaning operations in buildings to ensure that service and maintenance activities comply with established work standards
- Assesses training needs of subordinate personnel and conducts and facilitates instructional programs
- Manages the centralized ordering of materials, supplies and equipment to ensure appropriate levels of inventory are available for facility maintenance
- Evaluates the performance of subordinate personnel, recommends disciplinary actions and handles employee complaints and grievances
- Compiles and generates status activity reports of pending and completed maintenance and repair projects
- Reviews plans and drawings for renovations, new facilities or major repairs, as required

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Five (5) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**

- Graduation from an accredited college with an Associate's degree, plus three (3) years of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree or higher, plus one (1) year of work experience in the administration of maintenance and repair services for physical facilities, of which two (2) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

**WORKING CONDITIONS**

- General office environment
- May be exposed to outdoor weather conditions
- May be exposed to hazardous conditions (e.g., construction sites, heavy machinery)

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopies, fax machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, safety vest)

**PHYSICAL REQUIREMENTS**

- Ability to stand, walk and bend for extended or continuous periods of time
- Ability to access multi-level facilities

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- \* applicable custodial and janitorial supplies, equipment and techniques
- \*applicable maintenance and repair methods, practices and procedures
- \*scheduling and coordination of preventive, repair and maintenance

Moderate knowledge of:

- \*inventory and control methods, practices and procedures
- \*record keeping methods, practices and procedures
- \*applicable computer software packages and scheduling applications
- \*supervisory methods, practices and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

**Skills**

- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** – Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

- MONITORING – Monitor and assess performance of one’s self, other individuals or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE – Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS – Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP – Demonstrate willingness to lead, take charge and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and use logic to address work or job issues and problems

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
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