

Durham Public Schools

Job Description

Facilities Services

Operations Support Manager

JOB TITLE: Operations Support Manager - Grade 74

REPORTS TO: Executive Director of Facilities Services

SALARY: Based on State and Local Salary Schedule

STATUS: Permanent, 12 months, Classified, Exempt

SUMMARY: Position involves oversight of all support functions in Facilities Services. Acts as the primary budget manager and purchasing agent for Facilities Services. Performs technical accounting and purchasing functions utilizing a computer based accounting software. Work involves preparing bid specifications and related documents for the purchase of goods and services for Durham Public Schools in accordance with North Carolina General Statutes and local procedures. Employee is responsible for generating and analyzing reports and complex financial data. Manages the daily operations of the Supply Warehouse, administrative support team, and Facility Rentals. Provides leadership and direction on cross-functional projects and oversees daily logistics within Maintenance Services. Employee works independently with very limited supervision.

RESPONSIBILITIES & DUTIES

1. Manages the purchasing process for Facilities Services in accordance with all applicable local, state, and federal regulations and guidelines.
2. Manages the budget for Facilities Services and produces regular reports utilizing accounting software, work order management software, Excel, and other similar platforms.
3. Manages all in-house accounts payable and receivable processes and procedures in accordance with applicable DPS policies.
4. Serves as the primary liaison between Facilities Services and Finance/Accounting offices.
5. Oversees the Supply Warehouse for Facilities Services.
6. Oversees the Facility Rentals process for Durham Public Schools.
7. Oversees the administrative support services for Facilities Services.
8. Supervises supply warehouse technicians for the purpose of maintaining adequate supplies, enhancing productivity of personnel and achieving objectives within budget.
9. Supervises facility rental office technician for the purpose of enhancing productivity of personnel, ensuring board policies are followed, adhering to customer service objectives, and achieving financial goals.
10. Supervises administrative support team for the purpose of enhancing productivity of personnel, ensuring department policies are followed, and achieving department goals.
11. Develops processes and protocols to ensure efficient operations and coverage of all aspects of the Facilities Services office.
12. Reviews records for accuracy and conducts audits of financial and supply data
13. Receives and/or moves stock using materials handling equipment including operating forklifts, pallet jacks, hand trucks, etc.
14. Schedules work for special projects and inventories.
15. Maintains contact with customers and outside vendors.
16. Participates in the after-hours on-call process.
17. Serves on district committees and taskforces and may act on behalf of the Executive Director when needed.

18. Participates in financial workshops and is expected to engage in regular continuing education opportunities.
19. Other related duties as assigned by the Executive Director.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:

1. A minimum of a Bachelor's Degree in Accounting or Business Management or related fields
2. Valid N.C. Driver's License.
3. Five (5) years of related experience which includes the use of computers, with specific experience in NC purchasing/procurement preferred; or any equivalent combination of training and experience that provides the required knowledge, skills and abilities.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Thorough knowledge of accounting and purchasing processes.
2. Advanced knowledge of data collection and analysis.
3. Highly skilled with computer applications including Windows based software such as Microsoft Office, PowerPoint, and Excel.
4. Advanced knowledge of cloud based computer applications including Google and Office 365.
5. Familiarity with accounting software (Sylogist preferred).
6. Ability to operate common office machines.
7. Thorough knowledge and ability to use correct grammar, spelling, and punctuation.
8. Must have excellent written and verbal skills.
9. Ability to manage, communicate with, and organize a large number of people working to achieve a common goal.
10. Ability to supervise, train, and develop team members.
11. Ability to multi-task and function within a non-traditional office setting (maintenance warehouse).
12. Understanding of OSHA safety standards and protocols.
13. Have considerable knowledge of operational capabilities of the district's computerized work order system and is able to provide assistance as needed to subordinates working in the trades.
14. Have considerable knowledge of all department operating procedures.
15. Must be physically able to operate a motor vehicle and forklift. Requires the ability to climb and maneuver on ladders, scaffolding, and/or in tight spaces.
16. Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving and giving instructions, assignments, and directions.
17. Requires the ability to read work orders, logs, diagrams, complex reports, etc., according to prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.
18. Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.
19. Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in Standard English, and electrical and mechanical terminology.
20. Requires the ability to inspect items for proper length, width and shape.

21. Requires the ability to handle a variety of items such as hand tools. Must have minimal levels of eye/hand/foot coordination.
22. Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.
23. Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words).

PHYSICAL REQUIREMENTS: (what is required to perform the job? Climbing, lifting, standing, twisting, etc. How many pounds: Duration of exertion, etc.)

1. Ability to exert over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
2. Listed are the frequencies of each physical activity required in the performance of the essential functions associated with this job.

| F -Frequently From 1/3 to 2/3 of the time | O- Occasionally Up to 1/3 of the time | R- Rarely Less than 1 hour per week | N- Never Never occurs |
|---|---|---|---------------------------------|
| PHYSICAL ACTIVITY | | NON-PHYSICAL DEMANDS | |
| Climbing/Balancing | O | Time Pressure | F |
| Crawling/Kneeling | O | Emergency Situation | O |
| Walking | F | Frequent Change of Tasks | F |
| Running | R | Irregular Work Schedule/Overtime | F |
| Standing | F | Performing Multiple Tasks Simultaneously | F |
| Sitting | F | Working Closely with others as part of a Team | F |
| Bending/Stooping | O | Tedious or Exacting Work | F |
| Lifting/Carrying | O | Noisy/Distracting Environment | F |
| Grasping/Twisting | O | | |
| Reaching | F | | |
| Pushing/Pulling | O | | |
| Fingering/Typing | F | | |
| Others | | | |

ENVIRONMENTAL FACTORS:

| C Continuously | F Frequently | O Occasionally | R Rarely | N Never |
|--------------------------|------------------------|--------------------------|--------------------|-------------------|
|--------------------------|------------------------|--------------------------|--------------------|-------------------|

| D Daily | W Several Times Per Week | M Several Times Per Month | S Seasonally | N Never |
|-------------------|---------------------------------------|--|------------------------|-------------------|
|-------------------|---------------------------------------|--|------------------------|-------------------|

| -Health and Safety Factors- | |
|------------------------------------|----------|
| Mechanical Hazards | O |
| Chemical Hazards | R |
| Electrical Hazards | R |
| Fire Hazards | O |
| Explosives | R |
| Communicable Diseases | R |
| Physical Danger or Abuse | R |
| | |

| -Environmental Factors- | |
|--------------------------------|----------|
| Respiratory Hazards | S |
| Extreme Temperatures | S |
| Noise and Vibration | W |
| Wetness/Humidity | S |
| Physical Hazards | M |

PRIMARY WORK LOCATION:

| | | | |
|---------------------------------|-------------------------------------|----------|-------------------------------------|
| Office Environment | <input checked="" type="checkbox"/> | Vehicle | <input checked="" type="checkbox"/> |
| Warehouse | <input checked="" type="checkbox"/> | Outdoors | |
| Shop | | | |
| School/Administrative Buildings | | | |

RESOURCE REQUIREMENTS: (Place an X by what is required)

☒ Laptop ☒ Desktop computer (may be docking station with laptop) ☒ e-mail address
☒ Outlook ☒ VPN ☒ Cell phone ☐ Pager
☒ Two-way radio ☒ iPad ☒ Office phone ☒ Fax ☒ Printer
☒ 5 digit extension ☐ 10 digit telephone number ☒ District vehicle ☒ AS400
SharePoint ☒ Software (list Microsoft office, Adobe) ☐ Audio recording device
☐ Website access ☒ Building access key/code (for necessary building access during non – traditional hours)

PERSONAL PROTECTIVE EQUIPMENT (PPE) REQUIRED:

☐ Hard hat ☐ gloves ☐ flash protective equipment suit occasionally
☐ steel toe shoes ☐ safety glasses ☐ safety vests

MACHINES, TOOLS, EQUIPMENT:

☐ retrieving devices ☐ Ladder ☐ fork lift, ☐ crane truck ☐ hoist
☐ scissors lift ☐ pipe benders ☐ metering devices

OPTIONAL: Wi-Fi hotspot to access VPN while away from their workstation (the person may already have his/her own access)

DISCLAIMER:

The following statements of the job description are intended to describe the general nature and level of work performed by an employee in this category. The description does not contain an exhaustive list of all responsibilities, duties, skills and other requirements necessary of employees to perform in this position.

Signature

Date