Durham Public Schools Maintenance Services
Job Description Director of Operations

JOB TITLE:: Director of Operations

REPORTS TO: Executive Director of Maintenance Services

SALARY: Based on State and Local Salary Schedules

STATUS: Permanent, 12 months, Classified, Exempt

POSITION SUMMARY: The Director of Operations provides leadership, strategic planning, and administrative oversight for the Building Services Department, ensuring the efficient delivery of facility maintenance, custodial, grounds, warehouse, and operational support services across the district. This position is responsible for budget development and management, operational performance, human resources coordination, procurement and contract administration, customer service, warehouse operations, and special project management. The Director of Operations works collaboratively with school administrators, district leadership, vendors, and departmental staff to ensure facilities remain safe, functional, clean, and conducive to teaching and learning.

RESPONSIBILITIES & DUTIES:

1. Oversee departmental budgets, including Fund 2, Fund 4, ESSER, ARPA, and other grant-funded projects.
2. Oversee accounts payable, accounts receivable, purchasing, and financial reporting processes.
3. Direct warehouse operations, inventory management, material procurement, and district-wide deliveries.
4. Supervise front office operations, including work order management, dispatch services, and customer support functions.
5. Coordinate human resources activities, including recruitment, onboarding, employee relations, disciplinary actions, safety compliance, and process standardization.
6. Develop, implement, and maintain departmental policies, procedures, and standard operating practices to ensure consistency and efficiency across all operational divisions.
7. Monitor operational performance metrics and identify opportunities for continuous improvement and enhanced service delivery.
8. Coordinate procurement activities, vendor relationships, contract administration, and contractor performance.
9. Support asset management and long-range planning for facility systems, equipment, and infrastructure.
10. Lead emergency response and business continuity efforts related to facility operations, severe weather events, and disaster recovery activities.

11. Ensure compliance with applicable safety regulations, environmental requirements, district policies, and regulatory standards.
12. Serve as a liaison between schools, district departments, contractors, and external partners to facilitate effective communication and project execution.
13. Coordinate facility-related special projects, including flooring replacements, painting initiatives, marquee sign installations, furniture projects, renovations, summer improvement programs, and other district-wide facility enhancements.
14. Support planning and operational coordination for capital improvement and construction projects.
15. Promote a culture of safety, accountability, customer service, teamwork, and operational excellence throughout the department.

LEADERSHIP EXPECTATIONS

The Director of Operations is expected to provide proactive leadership, utilize data-driven decision-making, foster collaboration among departments, maintain high standards of customer service, and ensure that district resources are managed effectively to support Durham Public Schools' mission of providing safe, clean, and well-maintained learning environments for students and staff.

MINIMUM EDUCATION, EXPERIENCE AND REQUIREMENTS:

Education

- Bachelor's degree in Business Administration, Public Administration, Facilities Management, Construction Management, Operations Management, or a closely related field preferred.
- Equivalent combination of education and progressively responsible operational leadership experience may be considered.

Experience

- Minimum of five (5) years of progressively responsible experience in facilities operations, operations management, public administration, maintenance management, construction, or related fields.
- Minimum of three (3) years of supervisory or management experience.
- Experience managing budgets, procurement activities, contracts, and personnel.
- Experience leading multiple operational services or departments preferred.
- Experience in a public-school, governmental, or large institutional environment preferred.

Licenses and Certifications

- Valid North Carolina Driver's License.
- Ability to obtain and maintain district-approved driving status.

KNOWLEDGE, SKILLS, AND ABILITIES

Leadership and Management

- Strong leadership and organizational skills.
- Ability to supervise, coach, mentor, and develop staff.
- Ability to establish priorities and manage multiple initiatives simultaneously.
- Ability to lead change and drive operational improvements.

Financial and Administrative Skills

- Knowledge of budgeting, financial reporting, procurement, and contract administration.
- Ability to analyze operational and financial data.
- Knowledge of inventory control and asset management practices.

Project Management

- Knowledge of project planning, scheduling, and coordination.
- Ability to manage multiple projects while meeting deadlines and budget requirements.
- Ability to coordinate work among contractors, vendors, and district personnel.

Communication and Customer Service

- Excellent written and verbal communication skills.
- Ability to build positive relationships with administrators, employees, vendors, and community stakeholders.
- Strong problem-solving and conflict-resolution skills.
- Commitment to customer service excellence.

Technology Skills

- Proficiency with Microsoft Office Suite, SharePoint, Outlook, and district software platforms.
- Ability to use work order management systems, financial systems, and operational reporting tools.

General Competencies

- Strategic thinking and planning abilities.
- Strong analytical and decision-making skills.
- Ability to maintain confidentiality and handle sensitive matters professionally.

- Commitment to safety, accountability, and continuous improvement.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those necessary to perform the essential functions of this position.

- Ability to travel between district facilities and work locations.
- Ability to move throughout school facilities, construction sites, warehouses, and operational environments.
- Ability to inspect rooftops, mechanical areas, maintenance shops, and project sites as needed.
- Ability to sit, stand, walk, bend, and climb stairs for extended periods.
- Ability to occasionally lift and carry up to 25 pounds.
- Ability to operate a motor vehicle safely.

WORK ENVIRONMENT

The work environment includes:

- Administrative office settings
- School facilities
- Maintenance and warehouse facilities
- Construction and renovation project sites
- Indoor and outdoor operational environments

The employee may occasionally be exposed to construction activities, varying weather conditions, noise, dust, and other environmental factors associated with facility operations.

BENEFITS:
This position will have full benefits

TERM OF EMPLOYMENT:
12 Months (year-round)

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.cckkfkfkfj

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	**F**	Time Pressure	O
Crawling/Kneeling	**F**	Emergency Situation	O
Walking	**F**	Frequent Change of Tasks	O
Running	**R**	Irregular Work Schedule/Overtime	O
Standing	**F**	Performing Multiple Tasks Simultaneously	F
Sitting	**O**	Working Closely with others as part of a Team	F
Bending/Stooping	**F**	Tedious or Exacting Work	F
Lifting/Carrying	**F**	Noisy/Distracting Environment	F
Grasping/Twisting	**F**	Other (see 2 below)	F
Reaching	**F**		
Pushing/Pulling	**F**		
Fingering/Typing	**O**		
Others			

ENVIRONMENTAL FACTORS:

C	F	O	R	N
Continuously	Frequently	Occasionally	Rarely	Never

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

-Health and Safety Factors-	
Mechanical Hazards	C
Chemical Hazards	F
Electrical Hazards	C
Fire Hazards	O
Explosives	R
Communicable Diseases	O
Physical Danger or Abuse	O
Other (see 1 below)	R

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

PRIMARY WORK LOCATION:

Office Environment		Vehicle	
Warehouse		Outdoors	X
Shop		Other (see 3 below)	
School/Administrative Buildings			

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

_x__ Laptop _x__ Desktop computer (may be docking station with laptop) _x__ e-mail address
x__ Outlook ____ VPN _x__ Cell phone ____ iPad _x__ Office phone
Fax ____ Printer x__ 5 digit extension _x_ District vehicle _____ AS400
SharePoint __x_ Software (list Microsoft office, Adobe) _x__ Website access _x_ Building access key/code (for necessary building access during non –traditional hours)

PERSONAL PROTECTIVE EQUIPMENT (PPE) REQUIRED:

_x__ Hard hat _x__ gloves _x__ flash protective equipment suit occasionally
__x_steel toe shoes _x__ safety glasses _x__ safety vests

MACHINES, TOOLS, EQUIPMENT:

_x__retrieving devices __x_Ladder _x__ fork lift,_x__ crane truck _x_ hoist
_x__ scissors lift __x_pipe benders_x_ 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