**Facilities Operations Specialist Standard Job Description**

**Classification Title:** Facilities Operations Specialist

**FLSA Exemption Status:** Exempt

**Pay Grade:** 13

**Job Description Summary:**

The Facilities Operations Specialist, under general direction, is responsible for providing professional expertise, quality assurance and guidance on both routine and complex facilities maintenance and management, repair tasks and specialized technical work according to service, quality, and safety standards. Offers expertise to support facility operations.

**Essential Duties and Tasks:**

**40% Communication and Liaison Responsibilities**

* Serves as a liaison between the department and assigned colleges/departments.
* Communicates with others to ensure the effective dissemination of information between customers and appropriate staff.
* Receives communication from customers via various channels and responds in a timely manner.
* Disseminates information to appropriate department staff in a concise and timely manner.
* Meets with building occupants to determine facilities-related needs and concerns.
* Follows up on occupants’ facilities-related needs and concerns with appropriate staff.

**20% Site Management and Inspections**

* Performs regular site visits of assigned campus facilities to ensure expectations are being met.
* Conducts walk-through inspections of buildings and grounds in assigned areas of responsibility.
* Assists in the implementation of the department emergency communications plan during and after emergency situations.

**10% Training and Development**

* Facilitates training and professional development events related to facilities management.
* Assists in the development of the department emergency communications plan.
* Assists Facility Coordinators with the updating and development of emergency action plans.

**10% Service Improvement and Planning**

* Reviews KPI documents to identify areas for enhancing service delivery.
* Creates, develops, and implements communication plans for regular and timely information dissemination.
* Connects staff with appropriate resources for future facilities construction and renovation planning.
* Develops and delivers presentations as needed.

**20% Duty Title (for the department's use)**

* Remaining Percentage Can Be Determined by Department to Meet Business Needs or Can Be Incorporated into Percentages Above.

**Required Education and Experience:**

* Bachelor’s degree in applicable field or equivalent combination of education and experience
* Four years of related experience.

**Required Licenses and Certifications:**

* None.

**Required Knowledge, Skills, and Abilities:**

* Ability to multitask and work cooperatively with others.

**Machines and Equipment:**

* Computer
* Telephone
* Calculator

**Physical Requirements:**

* Ability to lift and move heavy objects.
* Ability to climb stairs and ladders.

**Other Requirements and Factors:**

* This position is security sensitive.
* This position requires compliance with state and federal laws/codes and Texas A&M University System/TAMU regulations and procedures.
* Works to cover shifts, or take emergency call, on evenings, weekends, and holidays as required.

**Is this role ORP Eligible? If so, it needs to meet the criteria on the** [**Rules and Regulations of the Texas Higher Education Coordinating Board**](https://reportcenter.highered.texas.gov/reports/data/user-friendly-version-of-ch-25/)**.**

[ ]  **Yes**

[x]  **No**

**Does this classification have the ability to work from an alternative work location?**

[ ]  **Yes**

[x]  **No**