



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## **FACILITY OPERATIONS TEAM MANAGER**

Group-Section: Integrated Operations, Planning & Support Services/  
Facility & Fleet Management

FLSA Status: Exempt

Bargaining Unit: MAPA

Salary Grade: 059

Job #: TM019

### **JOB SUMMARY**

Responsible for managing and supervising the operation, maintenance, and repair of Metropolitan buildings, residential, recreation, lodging, and kitchen structures in a safe and efficient manner. Areas of responsibility include fire and life safety systems; energy conservation initiatives, heating, and air conditioning; building plant equipment; lighting and electrical systems; general repairs; construction projects; data centers; office space planning, relocation activities, and modular furniture procurement; landscaping; and the administration of related service contracts.

### **OVERSIGHT**

**Supervision Received:** Receives direction from the Unit Manager or above.

**Supervision Given:** Manages and supervises a variety of staff.

### **JOB DUTIES- Common job duties for team managers:**

1. Supervises staff including directing, assigning, and monitoring work, coaching, mentoring, addressing personnel issues, providing motivation, discipline, and guidance; determines Team and/or project priorities and aligns workload with available resources; reviews work for accuracy, thoroughness, and adherence to applicable standards, and policies; ensures the team provides reliable service to customers; and monitors projects and staff to ensure compliance with regulatory requirements, and adherence to safe work practices and policies.
2. Assesses staff performance and competencies, and completes employee performance evaluations; develops and trains employees in applicable techniques and methodologies; partners with HR to administer and track training plans for skills and professional development, and enhancement of the team's members; provides cross-training opportunities as appropriate, and develops team succession plans; ensures staff completion of mandatory and recommended training including regulatory compliance and safety training. Takes an active role in developing a safe work environment and promoting the safety of self and others by implementing safety training, monitoring employee adherence, and promptly evaluating and implementing safety recommendations.
3. Provides general administration of the team including establishing and tracking organizational goals and objectives; determines and implements strategic priorities; provides input regarding policies and procedures; development of team vision, standards for customer support, service plans and priorities; develops and approves team, project, and work schedules and leave requests, and analyzes and reviews team activities and prepares various reports; reviews and approves time, reimbursement requests, and purchases.
4. Develops and monitors team, project, and equipment budgets to ensure the most efficient use of resources; prepares cost estimates and oversees the requisitioning of materials, equipment, and

supplies necessary to meet organization goals and objectives; assures adequate supply of inventories; assures adherence to established guidelines and accurate and timely reporting and accounting, and tracking and control of budgetary information; evaluates resource needs and prepares staffing, equipment, and consulting requests; prepares, reviews and/or approves purchase and vendor service requisitions contract documents and purchases.

5. Acts as a technical advisor for team and cross-organization activities; assigns and directs the work of team members; develops, reviews, and submits project proposals in area of responsibility; acts as a subject matter expert related to administrative and/or operational issues, and facility improvements; participates in establishing procedures and standards for efficient, safe and reliable operations.
6. Meets with internal and external customers to coordinate work on projects and initiatives; initiates and supervises staff activities; collaborates with other managers and staff to ensure reliable, cost-effective, and safe operations; and provides accurate, timely, and thorough communication to other members of the management team on issues relating to team responsibilities, standards, and compliance.

### **JOB DUTIES - Specific to this position**

1. Manages operations, preventive maintenance, and repairs for the Metropolitan buildings and residential structures, including heating, ventilation, air conditioning, electrical, mechanical, plumbing, lighting, fire systems and alarms, and the installation of replacement or additional equipment.
2. Manages general building repairs and maintenance including repairing walls, painting, and other building repair work; responds to occupant requests for service including lighting, flooring, plumbing, electrical, room temperature, odors, safety issues, and overall building environment; oversees the development, of multi-year preventative maintenance plans; manages various construction and renovation projects for Metropolitan buildings and residential structures.
3. Administers various service contracts in support of Metropolitan buildings and residential structures such as landscaping, general maintenance services, solar generating systems, building automation systems, waste management, and fire and life safety systems. This includes participating in specification development, proposal evaluation, contract negotiation, and contract compliance.
4. Manages space design, planning, relocation of employees and equipment, and procurement of modular furniture for Metropolitan. Responsible for efficient space utilization of Metropolitan buildings and residential structures.
5. Conducts periodic assessments of facility operations and makes recommendations to improve cost efficiency and effectiveness.
6. Develops team operating methods and procedures; reviews and makes recommendations regarding the development of quality assurance and quality control procedures.
7. Acts as the Assistant Incident Commander of the Emergency Response Program at Metropolitan's Headquarters facility; responds to building emergencies; coordinates the emergency response efforts and trains staff; develops disaster response procedures; monitors, tests, and maintains the fire life safety systems; and directs emergency response efforts in the absence of the Incident Commander.

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8. Acts as the Fire Safety Director at Metropolitan's Headquarters facility during an emergency. Facilitates inspections and ensures compliance with local, state, and federal building codes, the Americans with Disabilities Act of 1990, and fire codes.
9. Performs other facility operations duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

#### **Education and Experience:**

An Associate's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity; or a Bachelor's degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

**Required Knowledge of:** Building plant equipment including heating, ventilation, and air conditioning; life safety systems; general construction practices; federal, state and city, fire and building codes and regulations; building management practices; preventative maintenance programs; management and supervisory concepts and techniques; budgetary practices, concepts, and procedures; relevant federal, state, and local laws; negotiation techniques; project management; contract administration; trends and emerging technologies of facility management and building safety and security; and customer relationship management.

**Required Skills and Abilities to:** Manage a diverse work force; plan, organize, and review the work of team members; encourage and facilitate cooperation; mentor, develop, and motivate staff; develop team goals and priorities; exercise judgment and discretion; provide strong customer service; effectively analyze issues and problems; communicate orally and in writing on administrative and technical topics; establish and maintain collaborative working relationships with all levels within the organization, consultants, contractors, vendors, and other public agencies; and use standard business applications.

## **CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS**

### **Certificates**

- None

### **Licenses**

- Valid California Class C Driver License that allows you to drive in the course of your employment (required at time of application)

### **Registrations**

- None

## **DESIRABLE QUALIFICATIONS**

- Facility Management Certification

## **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS**

The physical demands and work environment characteristics described here are representative of those

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that must be met or may be encountered by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands:** The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending, carrying light items such as paper, books, or small parts, driving an automobile, etc. No special physical demands are required to perform the work.

**Work Environment:** The work environment involves everyday risks or discomforts that require standard safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

**Vision Requirements:** No special vision requirements.