

SNOHOMISH COUNTY JOB DESCRIPTION

FACILITIES MANAGEMENT SERVICES COORDINATOR

Spec No. 6030

BASIC FUNCTION

To provide support for technical applications, job scheduling, project status, inventory control, and assistance to Facilities Maintenance and Management. To plan and schedule the work for the maintenance technicians. To act as the Facilities Computerized Maintenance Management System (CMMS) Administrator. The Facilities Management Services Coordinator is also responsible for receiving customer service requests, routing them to the proper service units and for performing all associated communication center dispatcher duties.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, monitors, and coordinates the Computerized Maintenance Management System (CMMS); provides integrity and accuracy of the computerized facility maintenance process; arranges and supervises the preparation and distribution of a variety of related reports; takes assigned action to ensure the operational efficiency and accommodation of new systems and integration of technologies as they become available.
2. Enters customer service calls into a computerized maintenance management system, recording information such as nature of request and scope of work.
3. Plans, schedules, and assigns the preventive maintenance work for Facility Maintenance Technicians and Detention Facility Technicians
4. Plans, schedules, and assigns the reactive work for Facility Maintenance Technicians and Detention Facility Technicians
5. Working with the facilities management, develops and assigns technicians to turnaround schedules when work orders must be expedited; assists in the performance of staff resource leveling; ensures all parts, materials, and tools are available to meet project schedules; assists with preventive maintenance descriptions in the Computerized Maintenance Management System (CMMS); attaches tool lists and reference materials appropriately, creates 360Facility inspection profiles, assets, locations, and inventory identification as required.
6. Maintains unit status on all Facilities Management requests and maintains a record of all dispatches to specific units. Notifies facilities maintenance supervisor of delayed work, safety issues, and emergencies. Notifies technicians regarding work delays, safety issues and emergencies.
7. Coordinates with Manager or Lead Worker to dispatch appropriate facility technician staff to all areas during major facility events/emergencies so that adequate coverage is provided.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

8. Assists with identifying critical path for facility projects and group project management for facility technicians. Assists with identifying critical path; resource leveling, backlog analysis, cost analysis, and project percent complete.
9. Provides monitoring and customer service feedback to staff members, coordinators and management to insure high quality service and support.
10. Creates and maintains Access databases to support a wide variety of department reports.
11. Interacts with associated internal/external coordinators and offsite answering service to provide assistance with customer service issues.
12. Coordinates contractor response to periodic Labor and Industries inspections of county boilers and elevators.
13. Assists with the procurement and expediting of materials, equipment and supplies; orders, requisitions and/or purchases stock and non-stock items as necessary. Contacts vendors as necessary and researches the availability of materials.
14. Contributes to and assists with the coordination of approved content on the department's internet and intranet web pages.
15. Coordinates setting up user accounts and connections to Facility systems and hardware as required.

STATEMENT OF OTHER JOB DUTIES

16. Performs related duties as required.

MINIMUM QUALIFICATIONS

An Associates of Arts degree in business, facility management or closely related field; AND, three (3) years of experience in maintenance planning and scheduling for a group of commercial facility by using a computerized maintenance management system; OR, five (5) years of experience in maintenance planning and scheduling for a group of commercial facilities technicians for multiple commercial facilities by using a computerized maintenance management system. Experience with development of complex Access databases and development of reports is preferable. Must be familiar with commercial facilities terms and technician processes and pass job related tests.

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SPECIAL REQUIREMENTS

A valid Washington State driver's license is required for employment.

Candidates for employment must successfully pass a criminal background check.

KNOWLEDGE AND ABILITIES

Knowledge of:

- computerized commercial facilities maintenance management system
- general commercial building systems and control
- general commercial facility maintenance practices and policies
- critical environment work practices
- factors affecting scheduling and planning for commercial facilities
- establishing and optimizing preventive maintenance activities for commercial facilities
- creating and managing detailed work order and project packages for commercial facilities
- commercial facility maintenance terms
- commercial facility maintenance safety procedures and requirements
- trends in facilities maintenance planning and scheduling
- writing procedures and reports using Word and Excel
- importing pictures into documents
- creating training documentation
- telephone and email customer service etiquette
- effective methods to deal with difficult customers and diffuse difficult situations
- MS Office, Project and Access Database
- personal and group time management, handling multiple tasks, prioritizing and meeting deadlines
- team building and leadership skills
- the facility maintenance personnel capabilities and job requirements
- commercial facility planning and scheduling fundamentals
- county organization and hierarchy
- general capabilities of computer equipment and their related peripheral devices

Ability to:

- plan and schedule work for commercial facility technicians to meet County goals, assigning work to trained and qualified personnel, minimizing down-time of personnel and equipment
- analyze and evaluate input from technicians and data from equipment manuals to create maintenance schedules
- reduce technician overtime and unplanned maintenance calls
- take the initiative to develop and maintain schedules and work plans for efficient work flow

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KNOWLEDGE AND ABILITIES (Continued)

- exercise good judgment as to when to act independently and when to refer situations to higher authority
- sound economic judgment and ability to make informed and logical decisions
- perform tasks objectively and under emotional control under pressure
- make productive use of work time
- demonstrate self-motivation with minimal supervision
- improve tool and component inventory accuracy
- reason logically and act quickly in emergency situations
- establish and maintain effective work relationships with customers, supervisors, coworkers and the general public
- understand and execute complex oral and written instructions
- answer and respond to telephone calls in a clear and concise manner
- interpret customer requirements and direct or coordinate responses
- write general communications and procedures in a clear and concise manner
- interact positively with both customers and internal team members
- utilize reference materials effectively (charts, manuals, etc.)
- be willing and able to comply to rules, policies, regulations and procedures
- perform detail work accurately and in a timely manner
- effectively manage and operate computerized business applications and application maintenance including CMMS
- instruct others in the use of facility processes, MS software, and CMMS software and peripheral equipment
- communicate using good customer service skills with employees and customers

SUPERVISION

The employee receives limited direction from the Facilities Manager or other superior as assigned. The supervisor establishes objectives, priorities and deadlines. The employee plans and carries out successive steps and resolves problems; in accordance with instructions, policies, and accepted practices. The work is reviewed through periodic meetings and status reports and by the evaluation of results obtained.

WORKING CONDITIONS

The work is primarily performed at the facility maintenance shop on the main campus and in the jail maintenance shop, with field trips as necessary to coordinate operations, supervise staff and repairs, and attend meetings. The employee may be required to be on-call outside normal office hours and work evenings, weekends and holidays as required.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: August 1995

Previous Spec No. 730774

Retitled and Revised: September 1999 as Client Support Services Coordinator – Facilities Management, May 2000, August 2006; November 2006; November 2008, May 2010

EEO Category: 6 - Administrative Support

Pay Grade: 311 - Clerical Pay Plan

Workers Comp: 5306 Non-Hazardous