



EL CAMINO COLLEGE

OPERATIONS SUPERVISOR

Classification: Supervisory Administrator
Salary Range: 15

Retirement Type: PERS*
Revised/Board Approval: June 17, 2024

KEY ROLES/RESPONSIBILITIES

Under immediate direction of the Assistant Director of Facilities Operations, exercise effective management of the areas assigned providing direct supervision over assigned positions. Implement the department's or unit's vision and develop, organize, and implement goals and objectives; plan, develop, organize schedule, direct, improve and evaluate assigned programs, services, and activities; and provide oversight, development, and coordination of all elements of the areas assigned, including day-to-day maintenance, operations, shipping/receiving, and mailroom activities for the College.

Foster a culture of collaboration, mutual respect, innovation, and continuous improvement throughout the assigned unit, department, and Administrative Services Area; lead by example; actively participate in and support College-wide shared governance components and activities and other collaborative processes; encourage professional excellence among assigned staff; and promote, foster, and facilitate an organizational culture of customer service, teamwork, and innovation.

SUPERVISION RECEIVED and EXERCISED

- Receive immediate direction from the Assistant Director of Facilities Operations.
- Supervise, motivate, and evaluate the performance of assigned staff, interview and select employees; recommend promotions, transfers, reassignment, termination, and disciplinary actions to the assigned reporting level.
- Review and recommend staffing patterns, approve goals and performance objectives for personnel.
- Provide consistent direction in administering the collective bargaining agreements with faculty and classified employees; understand and interpret agreements for faculty and staff as directed.
- Foster a culture of sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, ethnic backgrounds and disabilities of community college students, faculty, and staff.

REPRESENTATIVE DUTIES

The following duties and responsibilities are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

I. LEADERSHIP

1. Lead, direct, and manage the planning, development, organization, scheduling, direction, performance, and evaluation of programs and services of assigned departments or units. Articulate a clear vision of assigned areas, including services, applications, and benefits provided. Lead and manage change within assigned departments or units and across the Administrative Services Area as directed.
2. Actively participate in long-range planning, program review, and resource development activities. Promote transparency within and among assigned units or departments.
3. Participate actively in the life of the College, including operational processes and initiatives, and serve on College committees, workgroups, task forces, and councils as assigned.
4. Strengthen quality educational and support services to promote and empower student learning, success, and self-advocacy. Prepare and implement the department's budget.
5. Enhance innovation and participation in issues related to areas of assignment to ensure ongoing sustainability of the College.
6. Support student learning using a variety of effective instructional methods, educational technologies, and college resources.
7. Be directly accountable for effective and efficient utilization of resources. Control and authorize expenditures in accordance with established guidelines. Measure and assess outcomes. Identify opportunities for improvement within assigned areas and implement actions to strengthen services to students and the campus community.
8. Support and promote College initiatives including Diversity, Equity, Inclusion, Accessibility and Anti-racism.

II. FUNCTIONAL RESPONSIBILITIES: College Level

1. Provide effective oversight and ongoing guidance over all aspects of the areas assigned, including resource planning, budgeting, tracking, and reporting. Provide technical expertise as directed.
2. Monitor and improve the delivery of services throughout the areas assigned. Promote an effective work environment that supports high performance teamwork, continuous improvement, and ongoing sustainability of College resources.
3. Support the fiscal integrity of the College to promote and empower student learning, success, and self-advocacy.
4. Participate in grievances, disciplinary meetings, legal matters, and other employment related activities within areas assigned. Be alert for and effectively manage trouble spots in assigned service areas. Keep supervisor informed.
5. Provide timely operational, technical, and functional information to the immediate supervisor, Department Head, Vice President, and other College administrators, as

directed. Interpret routine policies and regulations and recommend appropriate courses of action in unusual and complex circumstances. Demonstrate effective stewardship through continuous monitoring and reporting of resource needs, deployment, and utilization.

6. Ensure that all programs, services, activities, events, and experiences demonstrate sensitivity to and understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff.

FUNCTIONAL RESPONSIBILITIES: Job Level

1. Oversee daily campus operations including general maintenance work, mailroom processes, and shipping/receiving functions. Train staff to properly perform activities and use equipment safely.
2. Ensure College facilities are clean, sanitary, functioning efficiently, and in safe working condition. Monitor and inspect assigned sites, and report condition of the facilities. Identify and inform supervisor of areas in need of maintenance and/or improvement to help prevent operational malfunctions, breakdowns, and general depreciation. Anticipate problems and proactively develop solutions in consultation with supervisor.
3. Recruit, train, and supervise staff. Schedule and assign work. Set work priorities and adjust as needed. Authorize overtime as appropriate. Assess performance and provide written and/or verbal feedback, counseling, or discipline, as needed. Recommend various personnel actions including professional training and development opportunities for staff.
4. Ensure compliance with College and departmental work rules, policies, and procedures as well as bargaining agreements. Work in consultation with supervisor to develop detailed, internal policies, procedures, and operating standards to improve the overall condition of campus facilities.
5. Respond promptly to College personnel and other customers regarding maintenance needs of buildings and facilities. Travel to various sites to assess scope of repair requests and/or to resolve maintenance problems as they arise.
6. Inspect completed work orders for quality of workmanship, accuracy, and/or adherence to operational standards. Follow-up with College personnel and other customers to confirm satisfaction of completed work as appropriate.
7. Oversee shipping and receiving functions including review of purchase orders; receipt of incoming/outgoing packages and other materials; sorting and delivery of packages/mail; accurate record-keeping; and fixed-asset inventory maintenance.
8. Prepare and maintain a variety of records related to assigned duties, including work orders. Assist in the development of a comprehensive annual quality assurance program as directed.
9. Perform maintenance and/or operational work independently or as part of a team which may include preparing rooms, furniture set-ups, equipment for special events, etc. Assign personnel to special events and other campus activities as needed; ensure facilities are prepared for hosting sporting events, registrations, lectures, and other activities.
10. Estimate the time and materials required for operational maintenance and/or custodial work and schedule assignments accordingly. Determine if outsourced services would be more cost-effective and arrange for contracted service providers as needed. Evaluate outsourced services and inform supervisor if service providers should be changed.

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11. Order and maintain proper levels of custodial supplies and compressed gas for college vehicles within an assigned budget. Ensure designated buildings are appropriately stocked as needed.
12. Operate a variety of equipment used in the maintenance of facilities and shipping/receiving, including floor buffers, forklifts, scissor-lifts, vacuum cleaners, and other heavy and/or handheld equipment. Maintain compliance with established safety policies, procedures, and certification requirements and train others on the proper, safe use of equipment. Ensure equipment is in clean, safe, operating condition.
13. Perform routine inspections of facilities and equipment for deficiencies, health/safety hazards, and/or code violations. Evaluate equipment, materials, and/or operational services and inform supervisor if items should be repaired or replaced. Ensure staff are adequately and routinely trained and properly certified to use various hand and power tools, equipment, and vehicles for maintenance and custodial work.
14. Communicate and/or partner with other College personnel regarding work requests, projects, complaints, and other issues related to activities to ensure scheduled work assignments meet operational needs. Exchange information, resolve issues/concerns, and coordinate activities.
15. Stay informed of campus developments. Attend meetings, workshops, seminars, and training sessions as appropriate. Serve on committees and interview panels as requested. Serve as a backup to the Grounds Supervisor on an as-needed basis.

III. RELATIONSHIPS

1. Develop and enhance partnerships with schools, colleges, universities, businesses, and community-based organizations to respond to the educational, workforce training, and economic development needs of the community.
2. Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.
3. Work closely with other departments within the Administrative Services Area and across the College to foster and facilitate a seamless student experience and increase student success.
4. Work cooperatively and communicate effectively with supervisor, unit, department, and Administrative Services Area staff, College administrators, representatives of State and federal agencies, educational institutions, social service organizations, community representatives, and others to coordinate and implement assigned programs and activities and provide information to others.
5. Attend a variety of administrative and staff meetings related to strategic planning, budget, advisory committees, and other assigned activities; participate in consultation, shared governance, and appropriate advisory committee meetings.
6. Maintain and encourage effective communication with assigned staff by holding regular staff meetings. Provide timely information to staff about issues, programs, and practices affecting the department, Administrative Services Area, and the College.
7. Network with professional colleagues inside and outside of the College. Attend workshops and professional conferences to stay informed of new developments and technologies;

serve on a variety of campus, community, and state committees; meet with representatives of business, industry, and local government as appropriate.

8. Participate as an active member of the Department's management team.

IV. ORGANIZATION MANAGEMENT

1. Maintain up-to-date knowledge of the regulations, policies, requirements, and eligibility criteria for assigned programs and ensure compliance with the College's policies, procedures, and practices.
2. Strengthen processes, programs, and services through the effective and efficient use of assessment, program review, planning, and resource allocation. Implement priorities in conjunction with the College's comprehensive planning and budgeting guidelines. Implement an organizational structure that maximizes utilization of resources and ensures effective and efficient delivery of services.
3. Train, supervise, motivate, and evaluate the performance of assigned managerial, professional, operational, technical, and support personnel; recommend transfers, reassignment, termination, and disciplinary actions as needed; delegate and review assignments; evaluate work products and results, implement appropriate procedures to accommodate need for information and assistance; establish and monitor timelines and prioritize work. Monitor employee performance on a regular basis and provide coaching for performance improvement and/or development as needed. Anticipate, prevent, and resolve conflicts under areas of supervision.
4. Implement plans for efficient and appropriate use and security of assigned facilities; ensure compliance with health and safety regulations.
5. Work with Information Technology personnel on a continual basis to enhance and improve relevant computer systems. Learn and apply emerging technologies to perform duties and provide services in an efficient, organized, and timely manner. Work to modernize infrastructure and technological resources to facilitate a positive learning and working environment and promote student success.
6. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Education: High School diploma or G.E.D.

Experience: Four years increasingly responsible custodial, maintenance, or shipping/receiving experience, including one year of coordination, lead, or supervisory responsibility.

LICENSES AND OTHER REQUIREMENTS

Valid California driver's license

(Note that for travel reimbursements, a valid California driver's license and successful completion of the District's Defensive Driver Training program is required.)

Knowledge/Areas of Expertise: College Level

- California Education Code, Title 5, Chancellor's Office administrative procedures, Federal laws and regulations and other legal parameters that affect the policies and practices of the College, as they apply to areas assigned.
- Understanding of higher education principles and practices in community colleges, including the mission of the California Community Colleges.
- Community college organization, operations, policies, and objectives, including specific policies and procedures of El Camino College covering the departments or units supervised.
- Specific needs and interests of community college students.
- Principles of business administration, management, marketing, and record keeping.
- Effective organizational and management practices pertaining to the analysis and evaluation of projects, programs, policies, procedures, department performance metrics, and operational needs.
- Effective fiscal management strategies, including understanding of budget concepts, principles, and practices, and effective budget administration and control.
- Effective financial reporting and record keeping.
- Grant proposal writing and special funding resources applicable to areas supervised.
- Appropriate risk management strategies, safety precautions, and procedures.
- Principles of communicating and collaborating effectively with diverse students, faculty, staff, and administration.
- Effective methods for conflict resolution and crisis management.
- Effective change management principles and practices.
- Evaluation and statistical methodology for preparation of statistical research and reports.
- Effective marketing, promotion, and public relations techniques. Preparation, publication, and distribution of informational and promotional materials related to areas assigned.
- Effective written and oral communication skills. Effective interpersonal skills using tact, patience, and courtesy. Effective collaboration, communication, and consensus-building techniques.
- Effective needs assessment methods and project management practices. Effective data management, record-keeping, and reporting techniques. Understanding of key performance indicators, goals, and measurable objectives and how to implement them.
- Effective leadership, administration, organizational planning, supervision, training, and analysis techniques applied to the assigned administrative area. Comprehensive understanding of the principles and practices of effective supervision, training, motivation, and performance evaluation.
- Computer systems and software applications related to areas of assignment, including capabilities and limitations. Modern office practices, procedures, and equipment. Operation of computer, peripherals, and software programs, including information systems, database management, spreadsheet, word processing and specialized software.
- Proficient level operation of a computer and assigned software, including proficient level use of common office software such as: Excel, Access, Word, Outlook, and PowerPoint.
- Technological advancements and their application to the assigned areas of responsibility.

Knowledge/Areas of Expertise: Job Level

- Effective methods, tools, materials, equipment used in shipping and receiving, custodial, and general maintenance work.
- Requirements for maintaining buildings in a safe, clean, and orderly condition.
- Knowledge of appropriate safety precautions and procedures, including proper lifting techniques.
- Expertise in using basic record-keeping techniques, including effective techniques for maintenance, shipping and receiving. Knowledge of effective inventory methods and practices and appropriate warehousing procedures for receiving and inspecting materials.

Abilities/Skills: College Level

- Represent the College in a manner that reflects a positive image of services and support provided.
- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, linguistic, disability, and ethnic backgrounds of community college students, faculty, and staff. Relate effectively to people of varied academic, cultural, and socio-economic backgrounds using tact, diplomacy, and courtesy.
- Establish and maintain cooperative and effective working relationships with a wide diversity of students, faculty, staff, and community members in an atmosphere of collegial decision-making and consensus-building. Work effectively and collaboratively in a diverse college environment, as well as within a community college system.
- Establish and maintain cooperative and effective working relationships with others. Listen effectively. Communicate respectfully with people of diverse cultures, languages, abilities, etc. Work effectively with others to build consensus and gain cooperation through discussion and persuasion to achieve common goals.
- Provide effective customer service and end-user satisfaction. Respond promptly to requests and inquiries from the public. Effectively resolve complex problems.
- Work independently with limited administrative oversight and direction. Adhere to ethical principles and practices, consistently exercise good judgment, and make effective decisions. Demonstrate flexibility and creativity in accomplishing work and resolving problems.
- Meet assigned schedules and timelines. Effectively manage the stress of working under tight timelines.
- Maintain confidentiality and act with discretion. Maintain the security of confidential materials.
- Travel to meetings and events on and off campus as required. Observe legal and defensive driving practices when operating a motor vehicle on campus or on official business.
- Utilize effective planning and organizational skills. Analyze problems, identify alternative solutions, anticipate consequences of proposed actions, and implement effective solutions in support of goals.
- Administer and control the budget for program areas as assigned.
- Chair and participate in a variety of college committees and work groups as directed.
- Read, understand, interpret, and apply technical and legal information effectively. Analyze, interpret, communicate, and enforce applicable federal, state, and local laws, regulations, rules, policies, administrative data, and related materials. Interpret, apply, and explain rules, regulations, policies, and procedures in a variety of procedural

situations for areas assigned.

- Collect, compile, and analyze data. Prepare comprehensive narrative and statistical reports. Direct the maintenance of a variety of reports and files related to assigned activities. Prepare and maintain accurate and detailed records and reports related to the area supervised. Prepare analytical reports, proposals and other written plans for the College, Board of Trustees, Chancellor's Office, and other outside agencies as assigned. Assist in related research and evaluation activities as required.
- Utilize effective oral and written communication skills, including business letter writing, report preparation, and public speaking. Utilize appropriate English usage, composition, grammar, spelling, punctuation, and vocabulary.
- Communicate clearly, concisely, and effectively with diverse constituencies within and outside of the College, both orally and in writing. Prepare and present effective oral and written reports, press releases, and promotional materials as required. Prepare and deliver effective presentations as requested.
- Utilize effective planning and organizational skills. Plan, organize, coordinate, and direct work to maximize efficiency and effectiveness. Prepare work plans, implement schedules, and consistently meet reporting timelines. Effectively delegate authority and responsibility. Provide guidance and assistance to the functional and operational areas within the assigned Department.
- Utilize effective leadership, counseling, and modeling skills. Encourage professional excellence among employees and promote an organizational culture of customer service, teamwork, and innovation.
- Effectively train, direct, supervise, motivate, and evaluate the performance of assigned staff. Facilitate effective staff meetings and group discussions and involve staff in idea generation, goal setting, and decision making.
- Work effectively within a unionized environment.
- Operate a variety of office equipment including a computer. Use automated systems to maintain records, collect data, and generate reports.

Abilities/Skills: Job Level

- Effectively plan, schedule, and coordinate operations for an assigned crew. Assign and inspect the work of others. Hire, train, supervise and evaluate personnel.
- Apply and explain procedures and use of equipment and supplies in maintenance, custodial, or shipping/receiving work.
- Use materials, equipment, and methods according to pre-determined standards and perform minor repairs on facilities.
- Observe and report need for maintenance and repair.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

The work environment and physical demands described here are representative of those required by an employee to perform the essential functions of this job successfully.

Note: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Combined office and on-site work setting. Duties are performed in an office environment while sitting at a desk or computer workstation, with frequent visits to indoor and outdoor work sites throughout campus, having exposure to chemicals, unpleasant fumes, dust, and odors.

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Incumbents are subject to extensive contact with students, faculty, and staff with frequent interruptions, noise, and demanding timelines. Minimal environmental controls to assure health and comfort. Involves working non-standard, evening, and weekend hours, often under unpleasant conditions.

Physical Demands

Incumbents regularly sit or stand for long periods, travel short distances on campus on a regular basis, travel to various locations to attend meetings and conduct work, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, speak clearly and distinctly to answer telephones and to provide information; see to read fine print and operate computer; hear and understand voices over telephone and in person; lift, carry, and/or move objects weighing up to 50 pounds; and climb ladders.

** Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.*