

# Sr. Manager, Operations Support Services

<b>DEPARTMENT:</b>	Operations Support Services	<b>REPORTS TO:</b>	Assistant CEO, Finance and Internal Operations
<b>TITLE CODE:</b>	8034MR	<b>DATE:</b>	12/11/2019
<b>POSITION CODE:</b>		<b>ADMINISTRATIVE REVISION:</b>	2/21/2020

## Job Summary

Under general direction, provides support to the Assistant CEO of Finance and Internal Operations by planning, organizing, coordinating, and managing the activities of the Operations Support Services Department. The Senior Manager, Operations Support Services will maximize the overall functions and activities of building maintenance, capital improvement projects, contracts management, and operational risk management.

## Distinguishing Characteristics

The Senior Manager, Operations Support Services is a position that requires a strategic thinker and leader with knowledge of public administration, architectural planning, engineering principles, construction techniques, and specific practical knowledge related to the job responsibilities described herein. The incumbent will manage the planning, design, and construction of OCERS' headquarters, as well as develop OCERS' remodel projects.

The Senior Manager, Operations Support Services reports directly to the Assistant CEO of Internal Operations. OCERS management staff is expected to uphold the highest standards of accountability, professionalism, customer service, and excellence.

## Performance Attributes

Include but are not limited to the following:

- ▶ Oversee and manage the performance of professional and administrative team members, including establishing performance requirements and professional development targets;
- ▶ Assist in developing options for the best use of OCERS properties and implement strategies as approved by OCERS' Board of Retirement;
- ▶ Oversee the planning, design, and construction of a government/public facility that will be OCERS' future headquarters;
- ▶ Coordinate with consultants, contractors, OCERS' Finance Department, and project managers in the design, development, and delivery of OCERS' headquarters projects;

## Sr. Manager, Operations Support Services

---

- ▶ Plan, direct, monitor, and review work plans and project progress; lead weekly meetings with OCERS' Headquarter Project team to ensure project objectives are achieved;
- ▶ Review architectural plans and coordinate with consultants to ensure agency requirements and design concepts are incorporated into the building plans;
- ▶ Interpret and apply federal, state, and local laws and regulations regarding structural adequacy, appropriate life safety, and fire emergency exit configuration and environmental considerations;
- ▶ Evaluate and assess, the physical security of OCERS facilities; recommend and implement strategies when appropriate;
- ▶ Oversee building management and repairs of OCERS' facilities; coordinate projects, maintenance, building security, procurement, and contract management, business continuity/disaster recovery planning, and operational risk management;
- ▶ Analyze equipment and material needs and prepare recommendations to prudently enhance operations;
- ▶ Manage contract agreements and effectively represent OCERS in dealings and negotiations with consultants, contractors, and other agencies;
- ▶ Prepare annual budget for Operation Support Services Department and coordinate with the property manager to prepare and maintain a rolling five (5) year maintenance repair plan; operate within established funding;
- ▶ Recommend and evaluate policies and procedures for the administration of the Operations Support Services Department;
- ▶ Identify and analyze operational and functional problems; design and implement solutions;
- ▶ Promote a strong commitment to safety awareness and compliance;
- ▶ Oversee OCERS Board of Retirement election process;
- ▶ Make presentations to the Board of Retirement and executive leadership as requested.
- ▶ Consistently demonstrate respect, thoughtfulness, and regards to others

### Minimum Qualifications

Minimum qualifications required for entry into the classification

#### *Education and/or Experience*

Graduation from an accredited university or college with a Bachelor's Degree in Architecture, Engineering, Construction or a closely related field.

**AND**

## Sr. Manager, Operations Support Services

---

Seven (7) years of experience in building, planning, civil, and commercial building construction or construction management, including a minimum of three (3) years managing or supervising staff.

### ***Special Notes, Licenses or Requirements:***

- ▶ A valid California Class C driver's license or the ability to arrange necessary and timely transportation for field travel.
- ▶ May be required to use a personal vehicle.
- ▶ Successful candidates must be able to pass a thorough background investigation, including a Live Scan fingerprint screening.
- ▶ **Highly Desirable:** Possession of a valid Professional Engineer license issued by the State of California Board for Professional Engineers, Land Surveyors, and Geologist (PELSG) or a valid Architect license issued by the California Architect Board.
- ▶ **Highly Desirable:** Possession of a valid Construction Management Certification.

### **Leadership and Teamwork**

- ▶ Results-oriented, problem solver with political acumen; well-rounded professional that can comfortably change focus as the needs of the department fluctuate over time; capable of presenting complex issues and policies to OCERS' Board of Retirement.
- ▶ Strong ability to foster and promote the development of workplace culture based on collaboration, mutual respect, professionalism, and responsibility.
- ▶ Exhibit excellent judgment, an ability to take the initiative, and a strong commitment to maintaining a high level of ethical and confidentiality standards.

### **Relationship Building/Effective Communication**

- ▶ Exceptional relationship building skills; provide superior customer service when responding to inquiries and/or complaints, and use of diplomacy when dealing with challenging situations and/or people.
- ▶ Effectively demonstrate interpersonal, analytical, and verbal presentation skills with an ability to establish and maintain trusting, professional, and collaborative working relationships with internal and external stakeholders, including members of the Board of Retirement, OCERS team members, service providers, vendors, project managers, and consultants.

### **Project Management**

- ▶ Effectively coordinate with consultants and project managers the preparation of specific scopes of work, including architects, general contractor floor plans, section and enlarged details, and schedules;

## Sr. Manager, Operations Support Services

---

- ▶ Successfully manage projects including tracking of the project's scope, schedule, and budget and reporting on the progress of the project to a variety of audiences.

### *Knowledge/Skills/Abilities*

Sample of KSA's necessary to perform essential duties of the position

#### **KNOWLEDGE OF:**

- ▶ Theory, principles, and practices of government planning, engineering design, construction management, contract administration, and project/program management that relate to a public facility, infrastructure, and economic development;
- ▶ Current environmental laws, procedures, and techniques and general appreciation and sensitivity for environmental concepts within the context of building construction and land development;
- ▶ City, State, and Federal building, electrical, plumbing, mechanical, fire, zoning, property maintenance, and public nuisance codes;
- ▶ Principles and practices of commercial building electrical, plumbing, and mechanical installation, repair, and techniques;
- ▶ Principles and practices of project management applicable to managing engineering design and construction projects to meet completion deadlines within an approved budget;
- ▶ State contractors' licensing rules and regulations;
- ▶ Public contracting principles, including proposal preparation, contract negotiation, and procurement policies;
- ▶ Computer applications and hardware related to the performance of the essential functions of the job.

#### **SKILLS/ABILITY TO:**

- ▶ Establish and maintain effective, professional working relationships with retirement system members, Board of Retirement, participating employers, OCERS' team members, public officials, contractors, vendors, and the public;
- ▶ Read, review, and comprehend architectural, civil, mechanical, electrical, plumbing and/or life safety construction plans, blueprints, schematics, and other complex drawings;
- ▶ Interpret contract plans and specifications and resolve potential construction concerns;
- ▶ Formulate, analyze, and effectively communicate processes and development plans to the Board of Retirement, OCERS' team members, and the public;
- ▶ Understand and interpret laws, regulations, policies, and ordinances;
- ▶ Perform the mathematical calculations required by the job;

## Sr. Manager, Operations Support Services

---

- ▶ Calculate and prepare statistical data and reports for the Board of Retirement;
- ▶ Compile, organize, prepare, and maintain an assortment of records, reports, and information;
- ▶ Plan, organize, and prioritize daily assignments and work activities;
- ▶ Analyze situations accurately and adopt an effective course of action by applying conflict resolution strategies and practices;
- ▶ Communicate clearly and concisely, both orally and in writing with a variety of individuals representing diverse cultures and backgrounds;
- ▶ Maintain a professional demeanour in volatile situations that require a high degree of sensitivity, tact, and diplomacy;
- ▶ Exercise appropriate judgment in answering questions and releasing information;
- ▶ Demonstrate strict confidentiality, professionalism, integrity, and compliance with applicable laws and regulations at all times;
- ▶ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.

### *Physical, Mental and Environmental Conditions*

The following is a description of the physical and mental abilities that are customarily required to perform the essential job functions of this position.

#### *Physical and Mental Demands*

- ▶ Speak and hear well enough to communicate in English clearly and understandably in person, over the telephone, and in small groups;
- ▶ Manual dexterity sufficient to use hands, arms, and shoulders repetitively to operate a telephone, keyboard, write, and use a calculator;
- ▶ Mental stamina to interact professionally with members of the Board of Retirement, participating employers, peers, and retirement system members;
- ▶ Vision sufficient to read fine print and a computer monitor;
- ▶ Independent body mobility, agility, and stamina to stand, walk, stoop, bend, and twist, to access a standard office environment;
- ▶ Ability to sit for prolonged periods-of-time;
- ▶ Subject to standing for extended periods-of-time, walking over rough or uneven surfaces, bending, reaching, kneeling, and climbing ladders and stairs, crawling, and occasional lifting of objects up to 25 pounds.

## Sr. Manager, Operations Support Services

---

### *Environmental Conditions*

- ▶ The primary workplace is in an office environment, working with standard office equipment;
- ▶ Peripheral office equipment generates a quiet to moderate noise level;
- ▶ Operates in an environment that includes elected officials, non-elected officials, government agencies, community interest groups, and the general public in the development and coordination of OCERS affairs;
- ▶ Out of area travel may be required to attend professional conferences and meetings;
- ▶ Occasional exposure to inclement weather and varying temperatures, subject to driving a vehicle to conduct work;
- ▶ Subject to working at heights and below ground, exposure to dust, pollen, noise, balancing on high or narrow places, working in excavations, and general hazards associated with construction sites;
- ▶ Subject to exposure to dirt, weeds, potentially hazardous materials, rodents, and insects.

### **Acknowledgement**

By signing below, I acknowledge that I have reviewed and discussed the contents, requirements, and expectations included in this job description with my supervisor and a copy has been provided to me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Reviewer Signature

\_\_\_\_\_  
Date