

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

FUNCTIONAL DUTIES Serves as Manager, Service Contracts Section of the Maintenance Engineering Division in the Engineering and Maintenance Department at Ronald Reagan Washington National Airport (DCA), Metropolitan Washington Airports Authority (Airports Authority). Provides oversight of DCA's multi-disciplined facilities' services contract program that includes mechanical, electrical, civil and environmental disciplines. Develops statements of work, manages the technical evaluation of the procurement process and administers the Service Contract Program. Establishes and maintains contract and procurement management plans. Develops and executes complex, multi-million dollar contract budgets. Supervises staff serving as Contracting Officer's Technical Representatives (COTRs) for day-to-day contract management. Performs related functions.

Through subordinate organization, staff and consultants, or personally:

--Analyzes facilities operations, maintenance and construction programs, in conjunction with other DCA and Airports Authority management officials, and recommends the most cost-effective contracting opportunities and strategies. Develops and reviews engineering studies to determine impact of proposed changes on long-range facilities and systems maintenance. Evaluates, determines and recommends the most effective methods to satisfy new and changing maintenance requirements. Conducts market research and collects productivity data to identify competitive opportunities for contract services which will result in the most efficient use of maintenance resources. Utilizes life cycle and replacement analysis techniques, and recommends out-sourcing services when appropriate. Consults with other managers/supervisors regarding various service and supply contracts (issues or problems) under their administration that impact facility maintenance.

--Develops contract requirements. Directs the research of technical requirements with functional experts, engineers, consultants, and customers. Recommends design changes to optimize effective maintenance standards when appropriate. Develops contract documents including specifications, performance work statements (PWS), statements of work (SOW), engineering drawings, technical portions of request for proposals (RFP), bid schedules and procurement requests (PR). Evaluates the most effective method, type and term of contract to satisfy requirements. Develops and ensures appropriate quality assurance plans are defined and in place. Develops technical and engineering specifications as required. Ensures that contracts contain appropriate technical provisions to comply with building codes, fire and life safety codes, Occupational Safety and Health Act (OSHA), environmental regulations and other pertinent legal and regulatory requirements.

--Manages the technical evaluation component of the procurement process. Directs and coordinates technical requirements with the contracting team and contracting officer(s). Develops cost estimates, source selection plan, technical evaluation criteria requirements, and procurement schedules with critical milestones, which include contractor pre-performance site visits, technical evaluation committee meetings, and award recommendations based on technical merit to senior management and the Airports Authority's Board of Directors.

--Develops and executes complex, multi-million dollar contract budgets. Plans, develops and recommends funding level required for the annual and five year plans for the service contract program. Commits and obligates funds to support service contract requirements. Reviews construction programs, demographic projections, and depreciation schedules. Performs life cycle costing, sensitivity analysis, and rate-of-return analysis to develop and justify contract budgets. Ensures expenditures are monitored and within budget, justifies additional funding when necessary, and initiates funding actions for new and replacement contracts. Prepares contract expense reports for review and use by the Supervisor and Department Manager as a budget-forecasting tool.

--Administers contracts, as necessary, due to staff shortages or due to unique skill requirements. Directs and accomplishes the development of work plans, schedules, cost estimates, and issuance of task orders. Ensures quality assurance plans are complied with and effective to ensure quality services result from all contracts. Enforces compliance with all codes, the Airports Authority's design manual, and the Airports Authority's procurement and contract procedure manual. Develops procedures for responding to problems with equipment or services covered by service contracts. Ensures contracts are monitored for compliance with contractual requirements. Takes action and recommends corrective actions regarding serious incidents of inadequate performance by contractors. Develops and/or reviews deficiency letters and cure notices with the Contracting Officer when necessary. Ensures timely, accurate payment for services. Determines need to modify contracts based on facility condition assessments, trend analysis, life cycle costing and replacement schedules. Is the key participant in negotiations concerning contract modifications such as the use of different equipment, changes in hours of work, extent and level of work performed, and changes in pricing provisions.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics, manipulate data (spreadsheets and databases to develop cost estimates and prepare and monitor budgets), and conduct research (includes Internet research to search out new products and technologies and keep up with technology), (b) enterprise system/software for requisitioning, budgeting, time and attendance reporting, and other functions, and (c) special systems/software used in the Division to monitor and analyze contract services.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team, other Airports Authority employees (such as managers, supervisors, professionals, and support staff), vendors, consulting engineers, contractors, suppliers, and airport tenants to plan and coordinate work, discuss technical and operational problems, etc.

--Operates a motor vehicle airside and landside, on and off the airport complex, to attend meetings, visit jobs sites and suppliers, and perform related functions.

--May substitute for the Manager, Maintenance Engineering Division in that person's absence.

--*Performs other duties as assigned or as determined on own initiative.*

MANAGERIAL AND SUPERVISORY DUTIES In the context of the Section's operations, provides:

Organizational Planning Establishes goals. Develops program plans and milestones. Assigns priorities. Develops policies and procedures. Projects budget requirements and allocates available resources.

Program Direction Communicates organizational goals. Keeps employees and other managers informed. Develops and establishes review systems to assist in achieving goals. Reviews costs, manages fiscal resources and maintains control over assigned Airports Authority resources and assets.

Human Resource Management Selects, assigns and develops employees. Delegates and assigns work. Evaluates employee performance and administers human resource management programs established by the Airports Authority. Ensures the application of EEO principles and adheres to EEO requirements.

Program Evaluation Reviews program quality and progress toward achieving goals on a periodic basis. Takes corrective actions to maintain work progress on schedule, improve employee performance or modify program goals or operations, as appropriate.

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A bachelor's degree in any field providing a strong foundation for successful performance of the DUTIES in this job description, or an equivalent combination of education, experience, and training that totals four years.
2. Six years of progressively responsible experience in facilities maintenance or service contracting that includes substantive work in most of the DUTIES in this job description, including: (a) contracting for facilities maintenance or facilities services, (b) monitoring contractors' performance for compliance with contract terms and conditions, and (c) performing quality assurance inspections on a full array of trades, crafts, and maintenance services.

Education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two years of these six years of experience. For example, a master's degree in any field providing a strong foundation for performance of the DUTIES in this job description may be substituted for two years of these six years of experience.

3. Education, experience or training indicating the ability to perform successfully as a first level supervisor such as the ability to plan/assign/review work, deploy personnel, monitor work operations, obtain effective results and perform a full array of supervisory personnel functions.

PREFERRED QUALIFICATIONS

The qualifications listed below (if any) are preferred and may be considered in the selection process, but are not required to be rated qualified for this job.

1. Certification as a Facility Management Professional (FMP) from International Facility Management Association (IFMA); Certified Professional Maintenance Manager from Association for Facilities Engineering (AFE); or Operations and Performance Management Professional (OPMP) Certification from American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE).

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of Airports Authority management functions, policies and procedures, including EEO principles and requirements, and knowledge of supervisory principles, altogether to manage the operations and programs of the unit/team and to perform supervisory functions.
2. Knowledge of contracting, procurement, and business processes sufficient to determine contract types, participate in pre-proposal meetings, develop source selection criteria, conduct technical evaluations of bid offers, participate in negotiations regarding cost breakouts, labor, materials, and performance-related functions; perform cost and price analysis in relation to service contracts; evaluate the capability of offerors (available resources, job knowledge, procedures, experience, etc.); and provide an effective quality assurance program for contracts managed.
3. Knowledge of generally accepted resources, materials, business practices and workmanship of a full array of trades and services; knowledge of baseline environmental, fire, life safety, Americans with Disabilities Act (ADA), and Occupational Safety and Health Act (OSHA) standards; knowledge of the specifications (terms and conditions) of assigned contracts altogether, to develop, administer and quality assure maintenance/service contracts across the full array of pre-award, and post-award Contracting Officer's Technical Representative (COTR) functions. This includes basic skills in managing, administering and inspecting work of a full array of trades and crafts to detect substandard work, contract violations and the like in a businesslike, service-oriented manner.

4. Knowledge of the layout, rules and regulations of DCA to properly develop technical specifications of contracts, relate drawings and blueprints to Airport locations, explain Airport requirements to contractors, conduct on-site inspections and perform similar functions.
5. Comprehensive knowledge of the budgeting process such as planning, developing, and recommending funding levels required for the annual and five year plans for the service contract program.
6. Skill in written communication to understand written information (facts and sometimes conflicting assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand, and, in certain circumstances, be convinced or persuaded (at times regarding protests, claims and other sensitive issues). This includes skill in reviewing the written work of others, including subordinates, COTRs, and contractors, such as proposed new standard clauses for contracts, proposals, discrepancy letters, budget reports, and routine/non-routine memoranda and cover letters about contracting issues.
7. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, prepare presentations and graphics such as Board Reports, manipulate data (spreadsheets and databases to develop cost estimates and prepare and monitor budgets), and conduct research (includes Internet research to search out new products and technologies and keep up with technology); (b) enterprise system/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software used in the Division to monitor and analyze contract services.
8. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
9. Skill in oral communication to understand verbal information (including instructions, descriptions, and ideas) and to express such information verbally so that others will understand. This includes the ability to encourage oral communication by others. Examples include representing the Division as a panel member in contract pre-award conference negotiations, and conflict resolutions, discussing service problems with subordinates, Airport personnel and/or contractors, and in communicating with the control tower when working on or adjacent to the airfield.
10. Ability to interpret engineering-based drawings, specifications, and schematics to effectively interact with maintenance, engineering, and contractor staff in day-to-day activities.

RESPONSIBILITY Is responsible for managing DCA's service contract program: planning the coverage of service contracts for maintenance of airport grounds and facilities, including new areas and systems created under the Capital Development Programs, participating in contracting activities and overseeing the contract quality assurance program. The work affects the quality and quantity of services provided in maintaining Airport facilities and the Airports Authority's

expenditure of funds for such services.

Reports to Manager, Maintenance Engineering Division (Supervisor). Most work flows to the incumbent as a result of assigned functions and processes. Other work is typically in the form of special assignments. The Supervisor provides broad objectives and policy guidance for recurring assignments and, in consultation with the incumbent, brief instructions and time frames for special projects. The incumbent collaborates with and keeps the Supervisor informed and typically elevates only highly complex or highly sensitive issues for assistance in resolution; initiative is expected. The incumbent coordinates closely with a variety of internal and external parties to fully understand and appropriately consider any service contract issues including capabilities/performance of contractors. Most work is accomplished independently with the incumbent solving problems that involve multiple, complex financial and non-financial considerations and perspectives and the resolution of controversial matters which require coordination with higher management and other division managers. Special projects are usually reviewed at milestones for effectiveness of project management and, once implemented, for overall impact. Work is typically reviewed in terms of quantity, quality, timeliness, customer service, teamwork adherence to guidelines, and other factors, including specific performance management requirements.

Guidelines include current and previous contracts; technical references; building codes; blueprints and schematics; computer software; baseline environmental, fire, life safety, Americans with Disabilities Act (ADA), Federal Aviation Administration (FAA), and OSHA standards; DCA security regulations; and Airports Authority contracting, budgeting, and administrative procedures. Incumbent uses judgment to select, apply and, on occasion, recommend adaptation or adjustment of guidelines when they are unclear or there appears to be a need to modify them. The incumbent uses judgment in writing specifications to preclude extensive change orders and developing contracting strategies to reduce the costs of service contract work.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files/building plans, etc. Incumbent may sit for extended periods while performing desk work but regularly travels to works sites, airside and landside, to coordinate or inspect work and meet with people. Typically stands or stays in one position for long periods while observing work in progress. Ascends stairs and ladders and may have to work in cramped area/position to access and inspect roofs and out-of-the-way places. May have to lift or move objects weighing up to 50 pounds such as ladders. Uses common, multi or special purpose tools, squares, Global Positioning System (GPS) survey equipment, measuring tapes, refractometers and voltmeters when inspecting work. Regularly uses a computer to develop reports, analyze cost proposals and perform other tasks; operates other office equipment. Regularly exchanges information by radio or telephone. Regularly reviews documents, including specifications, blueprints, contracts, regulations, and technical/trade publications containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works primarily in an adequately lighted, ventilated and temperature controlled office and conference rooms but also works outside within an airport

environment. May experience some job pressure from tight deadlines, changing priorities or interpersonal conflicts with contractors. Is sometimes subject to inclement weather and aircraft noise for long periods. May work atop buildings, scaffolds, lifts and ladders, sometimes at high elevations. Occasionally inspects work near moving vehicles or power equipment; responds to beepers and alarms of backing vehicles. Takes care, exercises established safety precautions and wears hard hat, safety shoes, ear protectors, safety glasses and other personal protective gear, as appropriate.

OTHER SIGNIFICANT JOB ASPECTS Is subject to holdover and recall on a 24-hour basis for essential services and emergencies. May be required to or reschedule work days or hours to work with subordinates on job assignments observing or checking contractor work performed when there is minimal air traffic, special security considerations, or special weather conditions.