

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 Facility Maintenance Contract Technician Supervisor in the Service Contracts Division (Division) of the Engineering and Maintenance Department (Department) at Washington Dulles International Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Oversees Facility Maintenance Contract Technicians (FCMTs) and the multi-disciplined maintenance/services contract program for IAD facilities. Ensures contractors comply with contract terms and provide effective quality services in the maintenance of IAD facilities. Develops procedures for responding to problems with equipment or services covered by service contracts. Tracks and analyzes work progress against service contracts; generates status reports and graphics. Develops work schedules and provides training and guidance to staff. Performs related functions.

--Through subordinate staff and/or personally:

--Ensures contractors comply with contract terms and conditions and provide effective quality services in the maintenance of IAD facilities. Creates and updates inspection schedules based on the contract Statement of Work (SOW) and determines inspection frequencies. Performs scheduled and unscheduled contractor work inspections and documents findings into database. Ensures contractor work meets standards, including professionalism, generally accepted trade practices, and any pertinent rules and regulations, such as Americans with Disabilities Act (ADA) or Occupational Safety and Health Administration (OSHA). Identifies and documents (using photographs or written descriptions) contractor deficiencies; issues work orders for any needed corrective actions, follows up and re-inspects closed work orders. Generates reports for review and analysis of contractor performance and compliance and provides feedback to Contracting Officer's Technical Representatives (COTRs). Recommends corrective actions regarding serious incidents of inadequate performance by contractors.

--Quality assures contracts. Reviews, understands, interprets, and applies pertinent provisions of the Airports Authority Contracting Manual for goods and services contracts. Assists COTRs with higher dollar value contracts. Performs field inspection work (e.g., verifying drawings), collects data, takes and records measurements, and/or marks-up contract drawings for revision. Assists in developing contractor performance and service standards.

--Develops metrics to measure both FCMT and contractor performance. Uses the Computerized Maintenance Management System (CMMS) to record work (such as project status, progress, and completion dates) and collect information to analyze staff performance/work load and contractor performance. Creates dashboard metrics from multiple database systems to display the status and progress of individual FCMTs and their assigned contracts; generate reports and graphs. Uses information gathered to further develop efficiencies in Division.

--Interacts with airline representatives and other end-point customers to identify quality of service and degree to which desired service needs are being met. Investigates, documents and/or recommends resolution options for complaints/problems, including damage to equipment or

facilities, and follows-up or facilitates follow-up by appropriate office(s), such as Supervisor, COTR, Risk Management Department and/or Office of Public Safety.

--Develops FCMT work schedules. Determines assignments and assigns tasks based on Divisional need and contract requirements. Creates a '24/7' work schedule; tracks scheduled work, and enters cancelled or missed inspections and reschedules as necessary. Prepares schedule forecasting and makes staff allocation determinations based on projected work load.

--Creates and implements new inspection procedures; updates current procedures to increase the efficiency of the inspection program. Updates the Division Standard Operating Procedures (SOP) manual.

--Trains new FCMTs on all aspects of Division operations including, but not limited to, the contractor inspection program (including inspection procedures and performance ratings); Airport familiarization, airfield operations, and escorting procedures; and specialty systems/software used in the Division.

--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), contractors, vendors, suppliers, tenants, and, at times, Airport users and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (databases and spreadsheets), prepare charts/graphics, and conduct research (Internet use); (b) enterprise software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) specialty systems/software such as CMMS used in the Department to perform historical and data analysis.

--Operates a motor vehicle to various locations, airside and landside, to travel to work areas and perform assigned functions.

--*Performs other duties as assigned.*

MANAGERIAL AND SUPERVISORY DUTIES In the context of team functions and facility contract 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 high school diploma, a Certificate of General Educational Development (GED), or an equivalent combination of education, experience and training.
2. Eight years (post high school) of progressively responsible facility maintenance experience that includes substantive work in the range of DUTIES in this job description including, but not limited to, (a) inspecting facility maintenance work for compliance with generally accepted trade practices; (b) reviewing and applying contract terms and conditions; (c) developing and tracking staffing and maintenance schedules; and (d) developing contractor performance measures.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two of these eight years of experience. For example an associate's degree in any field that indicates the ability to successfully perform the DUTIES in this job description may be substituted for two 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 they are not required to be rated qualified for this job.

1. Professional certification as a Facility Management Professional or Certified Facility Manager from the International Facility Management Association or equivalent.

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 performance requirements, evaluate contractor performance for compliance and contract violations, and develop an effective quality assurance program.
3. Knowledge of the principles, operating characteristics, and generally accepted work practices of a diverse, but select, group of trades sufficient to coordinate and inspect a full array of trade work to detect substandard work and contract violations.
4. Knowledge of the layout, rules and regulations of IAD 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. Skill in problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems and identify relevant information. Examples include identifying maintenance service requirements involving multiple trades; assisting in the development of contract specifications that balance wants, needs, costs, timeliness, and other factors; and performing basic mathematical calculations to ensure contract compliance (e.g., estimating square feet of work performed).
6. Interpersonal skills to interact with business contacts in a businesslike, customer service-oriented manner.
7. 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 skill in encouraging effective oral communication by others, such as discussing work and performance requirements with contractors and gauging the quality of service received with airline representatives and other end-point customers.
8. Skill in written communication to understand written information (including facts, descriptions and ideas) and to express such information in writing so that others will understand. Examples include reviewing and writing contract justifications and specifications, preparing reports, and documenting contractor performance deficiencies.

9. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (email), plan, schedule, word process, manipulate data (databases and spreadsheets), prepare charts/graphics, and conduct research (Internet use); (b) enterprise software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) specialty systems/software such as CMMS used in the Department to perform historical and data analysis.

RESPONSIBILITY Is responsible for supervising FMCTs and overseeing the multi-disciplined maintenance/service contract work at IAD. Conducts contractor inspections and ensures work progress tracks against service contracts. The work impacts the quality, quantity, and sufficiency of the contract maintenance/service work done at IAD.

Reports to the Manager, Service Contracts Division (Supervisor). The Supervisor makes initial assignments in the form of functional responsibilities and overall priorities. The incumbent works fairly independently on a day-to-day basis; plans and carries out work steps, recognizes and analyzes issues, and develops solutions to problems encountered. Keeps Supervisor informed of progress, reporting especially difficult problems or issues of a highly sensitive nature, as they occur, along with options and recommendations for action. Together, the incumbent and Supervisor determine the best solution to such problems. Special projects may be assigned in terms of resources, priorities and deadlines. Work is expected to be accurate, adequate and adhere to guidelines. Completed work is subject to review for quantity, quality, timeliness, customer service, teamwork, specified performance management goals and measures, and other factors.

Guidelines include, but are not limited to, current/historical service contracts, technical manuals and reference books, blueprints and schematics, computer software manuals, baseline building and safety standards (such as ADA and OSHA standards and regulations), Airport SOPs and Orders and Instructions (O&Is), and the Airports Authority Contracting Manual. Incumbent uses judgment to select, apply and, on occasion, recommend adaptation or adjustment of guidelines; however, may consult with Supervisor or Contracting Officer when guidelines are not directly applicable, policies are unclear or there appears to be the need to make an exception and/or modify procedures.

EFFORT The work is somewhat sedentary and incumbent may sit for extended periods when performing deskwork; however, also travels to and walks around work sites to coordinate and inspect work (may walk up to several miles per day). 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 lift or move objects weighing up to 50 pounds, such as ladders. Regularly reviews contracts, regulations, documents, specifications, blueprints and technical/trade publications that contain engineering notations, symbols, and small print. Uses a computer and communicates by telephone and two-way radio. Responds to beepers and alarms of backing vehicles. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works in an adequately lighted, ventilated and temperature controlled office setting; however, frequently works outdoors or in industrial settings throughout

the Airport complex. May be subject to adverse weather conditions, dust/grease/dirt, and noise from aircraft. May work atop buildings, scaffolds, lifts and ladders, sometimes at high elevations; occasionally makes inspections near moving vehicles or power equipment. Takes care, exercises established safety precautions and wears hard hat, safety glasses, and other personal protective gear, as appropriate. May experience some job pressure from tight deadlines, changing priorities, or interpersonal conflicts with contractors.

OTHER SIGNIFICANT JOB ASPECTS Is subject to hold over or recall on a 24-hour basis for essential services and emergencies. May be required to work or reschedule work for days or hours to suit job assignments, including, but not limited to, work to be done when there is minimal air traffic, special security considerations, or special weather conditions.