

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 Supervisor of Maintenance Service Representatives in the Maintenance Engineering Division of the Engineering and Maintenance Department at Washington Dulles International Airport (IAD), Metropolitan Washington Airports Authority (Airports Authority). Supervises the work of the Maintenance Service Representatives (MSRs) in the Work Control Center. Oversees the receipt, processing, and follow-up of work requests and planned maintenance work orders in the Airports Authority's Computerized Maintenance Management System (CMMS) handling requests for repair, renovation and construction services at IAD. Supervises IAD's key control services; ensures all keys are accounted for and key control work is performed according to established, critical security requirements. Assists and provides input to the Manager, Work Control Center (Manager) in the implementation of maintenance management policies and procedures regarding the CMMS. Performs related functions.

Through subordinate organization, staff, or personally:

--Monitors and supervises the performance of MSRs in the day-to-day operation of the Work Control Center (Center); reviews work for consistency and quality. Work supervised includes receiving oral and/or written work requests; assisting visitors with walk-in requests; receiving radio and telephone requests; accepting written requests; and reviewing logs from other offices to identify other work requests. Clarifies work requirements with requestor or staff member in the Center, when necessary; prepares or edits the request to ensure that it is clear and complete. Ensures proper internal coordination on all work requests and that all work requests and planned maintenance work orders are entered into the CMMS.

--Determines service priorities, identifies general action(s) needed and appropriate service organization(s), assigns accounting functional codes, determines approval level and obtains approval, and enters information about the work, the requestor, the shop(s) assigned and projected completion date into the CMMS to produce finalized work order(s).

--Oversees the routing of work requests received/entered by the MSRs to the appropriate maintenance shop and/or contractor (such as elevator maintenance contractor and on-site supervisor of contract custodial staff) following final approval. In emergency or critical situations, supervises the dispatching of response staff by beeper, radio or telephone. Tracks the progress of high priority work orders, keeping the Manager and requestors informed.

--Defines and documents Work Order Desk processes and ensures that the MSRs consistently provide high quality responses to service requestors by reviewing work orders for quality (accurate, clear, complete, concise, etc.) and other factors, interfacing with customers and getting their feedback, and by other means such as production reports. Ensures that work orders are acknowledged and prioritized, emergency request dispatches and follow-up are timely, and liaisons between entities/individuals involved in the execution of work orders are effective.

--Follows through on particularly complex maintenance service requests and performs related oversight duties on behalf of the Engineering and Maintenance Department.

--Provides basic training to new employees. Develops new database conventions such as new or consolidated codes, or improvement in work processes; documents changes in the Work Order Desk procedures manual and provides process improvement and refresher training to MSR's.

--Oversees the key control services for IAD. Approves/disapproves key requests. Ensures that all keys made/used at IAD are accounted for and active; the MSR assigned to this task keeps the authorized letters regarding keys up-to-date; and that the key control spreadsheet is maintained and kept up-to-date. Ensures key control work is performed according to established procedures, including critical security requirements and that all key documentation is always available for inspection by Airport security and Federal officials, as necessary.

--Works with staff and other entities/individuals, such as IAD Engineering and Maintenance Department shops, to ensure smooth, effective operations and a high level of customer satisfaction by tenants and Airport users. Suggests and develops improvements to Work Control Center policy and procedures. Establishes and revises maintenance management policies and procedures in the Work Control Center as approved by the Manager.

--Plans and schedules coverage of the Work Order Desk and maintains the schedule, making adjustments as necessary, to ensure sufficient coverage.

--Compiles work order activity, tracks and reports Division productivity, and produces standard and ad-hoc reports for management and accounting purposes.

--Reviews work requests received by trades personnel at the Work Order Desk after normal work hours. Ensures that appropriate and timely action is taken to accomplish the required work and produces the applicable documentation.

--Assists in the coordination of special events, e.g. Dulles Day Plane Pull and retirement functions, by ensuring assignment of work orders to appropriate shops.

--During emergencies and snow removal, schedules or secures additional coverage for the Work Order Desk to produce non-snow related work requests. May staff the Work Order Desk, supervise the preparation and execution of work orders, and log files for snow events.

--In conjunction with the Manager and the CMMS Administrator, establishes and maintains procedures, security assignments and other codes required for the maintenance of the CMMS. Provides input in the establishment of data entry standards used in the CMMS.

--Provides customer service assistance by communicating questions from the public, customers or requesting shops to the shop/department assigned a work order and providing feedback or updates to the customer/requesting shop regarding status of request(s) and validating the status of repair work to determine whether work is completed, no longer required, or has been overcome.

by events.

--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/suppliers/tenants/contractors, Airport users, and the general public.

--Uses a computer and (a) modern office suite software (such as MS Office) to communicate (e-mail), plan, schedule, word process, manipulate data (spreadsheets and databases), and perform or conduct research (Internet use); (b) enterprise system/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software such as CMMS used in the Work Control Center.

--Operates a vehicle airside and landside, on and off the Airport complex, to meet with business contacts (such as shop employees), conduct site visits, and perform related functions.

--*Performs other duties as assigned.*

MANAGERIAL AND SUPERVISORY DUTIES In the context of the Work Control Center'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 and control systems to assist in achieving goals and results. Reviews costs, manages fiscal resources and maintains control over assigned 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 Authority. Ensures the application of EEO principles and adheres to EEO requirements.

Program Evaluation Reviews program quality and progress toward achieving goals and program results 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. A combined seven years of progressively responsible experience (post high school) to include: (a) three years in customer service dealing with customer issues, concerns, or questions (e.g., maintenance work requests) in a business oriented manner; (b) two years using an order entry, a computer entry system, or an automated maintenance management system; and (c) two years using knowledge of building maintenance trades (such as electrical, plumbing, and HVAC) to clarify work requests or prepare/edit work orders.

A fully equivalent combination of education and training beyond what is needed to satisfy MQ 1 above may be substituted for up to two years of these seven years of experience. For example, an associate's degree in any field indicating a strong foundation for performance of the DUTIES in this job description may be substituted for two years of experience; however it is not, by itself, evidence of the three years customer service, two years order entry, or the two years using knowledge of building maintenance trades, as specified.

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.

None

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 the Department's organization, functions, programs, policies, procedures, codes and terminology for maintaining Airport structures, grounds and equipment and operating/maintaining its utilities to define reports, create system codes, follow-through on complex work requests, prepare/edit work orders, and perform similar, specialized

maintenance management support functions. This includes the demarcation between IAD and tenant responsibilities for maintenance as well as skill in clarifying work to be done.

3. Knowledge of building maintenance trades and of maintenance management, and multi-trade, multi-function and multi-organization work relationships to support shop supervisors, leaders and planners, supervise the MSRs, and assist the Manager in the operation of the Work Control Center.
4. 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, identify relevant information, and make balanced recommendations and decisions. Examples include reviewing work requests to ensure they are clear and complete and that appropriate and timely action is taken to accomplish required work after hours and during emergency and snow removal.
5. 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 such as MSRs in their communications at the Work Order Desk; other examples include communicating via the telephone or the radio to clarify work requirements and instructing MSRs in how to handle emergency dispatches to shops.
6. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner.
7. Skill in written communication to understand written information (including instructions, descriptions, and ideas) and to express such information in writing so that others will understand. Examples include preparing and closing out clear, complete, and concise work orders, reports, and other factual documents such as updates to the Work Order Desk procedural manual and writing briefly about similar types of matters.
8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate (e-mail), plan, schedule, word process, manipulate data (spreadsheets and databases), develop reports, and perform or conduct research (Internet use); (b) enterprise systems/software for requisitioning, budgeting, time and attendance reporting, and other functions; and (c) special systems/software such as CMMS used in the Work Control Center.
9. Knowledge of IAD key control procedures to approve/disapprove key requests, maintain records subject to inspection by Airport security officials and the Federal government, and perform related functions.
10. Knowledge of IAD's radio communication procedures, Airport layout and location codes to expedite messages regarding needed maintenance activities to appropriate maintenance shop.

RESPONSIBILITY Is responsible for supervising the work of MSRs in the IAD Work Control Center; serving as lead point of contact for maintenance service requests at IAD; and overseeing

the key control services for IAD. Supports, assists and provides input to the Manager in the implementation of maintenance management policies and procedures with regard to the CMMS. Work helps ensure the Work Control Center runs smoothly and that work orders are handled expeditiously.

Reports to Manager, Work Control Center (Supervisor) who assigns work in terms of general responsibilities, functional objectives, applicable guidelines and overall priorities, and typically provides brief instructions on non-routine work. Incumbent works independently within established guidelines in supervising the day-to-day work of MSRs using practical judgment to instruct MSRs and to resolve a variety of nonrecurring problems, keeping the Supervisor informed of progress. Supervisor typically spot checks work upon completion for quantity, quality, timeliness, customer service, adherence to guidelines and other factors, including attainment of specified performance management goals and objectives. Manager may not be available for guidance and decisions on the most important issues and particularly difficult problems. Key control records are subject to inspection by Airport security and Federal officials.

Guidelines include Work Control Center policies and procedures, policies and standards regarding the CMMS system, tenant contracts and leases, Supervisor's priorities, software manuals, the chart of accounts, and such other references as EEO principles and requirements and contracting practices. The incumbent uses judgment to independently select and apply the most appropriate guide(s) and to resolve a variety of nonrecurring problems. Adapts some types of guides to create new guides, policies, and/or procedures, such as custom reports that require procedural or substantive knowledge to be created.

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; moves about to obtain or distribute work materials, meet with people, etc. Constantly uses a computer to review work requests, develop reports, and perform other tasks; operates other office equipment. Frequently exchanges information by telephone or 2-way radio. Regularly reviews computer printouts and documents containing small print. In driving, operates vehicle using judgment in consideration of weather, traffic and other factors.

WORKING CONDITIONS Works predominantly in an adequately lighted, ventilated and temperature controlled office setting. May be subject to some job pressure from the press of requests for routine, priority and emergency work requests or emergency situations. May be subjected to complaints from airline managers and other officials who are dissatisfied with the service(s) and speed of service provided. May be exposed to some adverse weather conditions and dust/grease/dirt when visiting field work sites. Wears hard hat and other personal protective equipment/clothing, as needed at a work site.

OTHER SIGNIFICANT JOB ASPECTS Is subject to holdover or recall on a 24-hour basis for essential services and emergencies, such as snow removal.