

As the Work Control Center Manager, you will manage the Work Control Center and Computerized Maintenance Management System (CMMS) at either Ronald Reagan Washington National Airport or Washington Dulles International Airport.

JOB DESCRIPTION

- Work Control Center Manager
- Works under the general supervision of the Airport Maintenance Engineering Division Manager.
- Serves in the Maintenance Engineering Division of the Engineering and Maintenance Department at Ronald Reagan Washington National Airport (DCA) or Washington Dulles International Airport (IAD).

Manages the Work Control Center and the Airports Authority's Computerized Maintenance Management System (CMMS) ensuring timely, effective, efficient, and smooth operations that adhere to established policies and practices. Through a staff of Maintenance Services Representatives and CMMS Administrators, handles requests for repair, renovation, and construction services and in the control and scheduling of cyclical and preventive maintenance work orders. Performs related functions.

GENERAL RESPONSIBILITIES

- Formulates revisions and implementation of maintenance management policies and procedures, with emphasis on Work Order Control.
- Develops reports and information and data retrievals for use by management to process, schedule, assess, and measure maintenance performance.
- Manages the smooth, effective operation of the Work Control Center; supervises the handling of requests from internal and external customers (i.e., airport tenants) for repairs, renovation, and construction services.
- Coordinates work orders for preventive and planned maintenance.
- Ensures that emergency requests are prioritized and receive timely follow-up.
- Manages work authorizations, permits, and documentation.
- Manages and operates the CMMS for the Engineering and Maintenance Department.
- Monitors data retained within the CMMS. Tracks and maintains detailed records on all work performed, and analyzes and reports on labor utilization, costs, and other information.
- Recommends improvements to maintenance management processes, procedures, and systems.
- Identifies opportunities to upgrade or replace hardware or software to meet the current and future needs of users and management; recommends changes and upgrades and participates in system acquisitions.
- Provides access to and delivers training to new authorized CMMS users.
- Performs routine hardware and software maintenance, makes minor programming changes, and performs backups and data updates.
- Monitors quality assurance using customer service questionnaires and other methodologies to measure quality of service and customer satisfaction. Investigates complaints and follows-up.

- Establishes goals, develops program plans and milestones. Assigns priorities. Projects budget requirements and allocates available resources.
- 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 Equal Employment Opportunity (EEO) principles and adheres to EEO requirements.
- Serves as Contracting Officer's Technical Representative (COTR) for facilities maintenance.
- Performs other duties as assigned.

QUALIFICATIONS

- Seven years of progressively responsible experience in maintenance management or project management using a computerized work management system.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of supervisory principles and ability to manage the operations and programs of the unit/team.
 2. Knowledge of maintenance management, maintenance trades, and multi-trades functions and the ability to assign work to trade professionals.
 3. Knowledge of and ability to serve as a Contracting Officer's Technical Representative (COTR) for maintenance management.
 4. Knowledge of and skill in using database management hardware and software to manage a CMMS.
 5. Ability to make detailed analyses of data and information and make recommendations.
- Ability to speak and write effectively.

PREFERRED QUALIFICATIONS

- A Bachelor's Degree in Construction Management, Business Management, or related field.
- Experience with maintenance management at a large commercial airport.

EDUCATION

- A bachelor's degree in any field, or an equivalent combination of education, experience, and training that totals four years.
- A fully equivalent combination of education and training beyond what is needed to satisfy the education requirement may be used to substitute for up to two of the seven years of experience. For example, a master's degree may substitute for two years of experience.

CERTIFICATIONS AND LICENSES REQUIRED

- A state driver's license in good standing.
- Must be able to obtain an Airport Operations Area (AOA) permit within 90 days of hire.

NECESSARY SPECIAL FACTORS

- Operates vehicle landside and airside (requires AOA permit).
- May be subject to hold over and recall on a 24-hour basis for essential services such as snow removal and other emergencies. May work nights/weekends.
- May be subject to potential hazards common to the airport environment and construction industry. Wears personal protective gear, as necessary.
- Work is typically reviewed in progress and upon completion for quantity, quality, timeliness, teamwork, customer service, and other factors.