

## PROGRAM SPECIALIST (BUILDING SERVICES)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for supervising support services for the effective and efficient operation of assigned buildings. Responsibility includes maintaining and/or recommending improvement in the efficiency and effectiveness of each operation in order to meet daily and long-range operating needs. Work also includes planning and delegating work, ensuring the most effective utilization of staff, devising and revising procedures in order to meet emergency or crisis situations, and ensuring that each unit's goals and objectives are met. Effective liaison is maintained with all operating units within the department to ensure effective communication and coordination. Work is performed with considerable independence in accordance with prescribed rules and regulations. Supervision is exercised over several support services staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Supervises the staff of the various operations in the Building Services function by monitoring work flow, providing technical and manual assistance, and providing guidance when difficulties arise;

Conducts performance appraisal, maintains time and attendance records and handles disciplinary problems of Building Services staff;

Recommends and implements improvements to ensure the efficiency and cost-effectiveness of each operation while meeting departmental needs;

Ensures that each function is adequately equipped, that equipment is properly maintained and replaced when necessary, and that the stock and work areas are kept in a safe, neat and orderly manner;

Keeps abreast of technical advancements in each area and recommends changes to the operation in an effort to improve efficiency and economy;

Keeps abreast of departmental operational needs to be able to anticipate and accommodate building support services including space management;

Provides department management staff with a qualitative analysis on a continuing, regular basis of the Division's operations including charts, reports, tables, etc., which will be used to develop performance standards, production and cost controls, staffing and budgetary requirements, and physical facility needs;

Conducts periodic inspections of assigned buildings and processes work orders for needed repairs or maintenance.

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the techniques, procedures and processes used for the efficient operation of Building Services; thorough knowledge of the principles and practices of supervision; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with professional, technical, management, clerical and unskilled personnel; ability to assemble data and prepare evaluation reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential tasks of the position; sound judgment; flexibility; resourcefulness; initiative; tact; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of an equivalency diploma and six years of experience where the primary function of the position was in buildings, materials or space management.

SUBSTITUTION: Satisfactory completion of 30 credits may be substituted on a year for year basis for up to four years of the required experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.