

FACILITIES SERVICE MANAGER

Position Summary The Facilities Service Manager is responsible for the day-to-day management and coordination of facilities maintenance, repair, renovation, and service activities for County buildings and facilities. This position ensures that facilities are safe, functional, reliable, and maintained in accordance with established standards, policies, building codes, safety requirements, and regulatory requirements. The Facilities Service Manager serves as a supervisor who plans, prioritizes, schedules, assigns, and monitors maintenance activities. The position directly supervises facilities maintenance personnel, coordinates internal resources and outside contractors, manages work orders through a Computerized Maintenance Management System (CMMS), forecasts workload and staffing needs, oversees preventive and corrective maintenance programs, and promotes timely, high-quality service delivery. Work is performed under the direction of the Director of Buildings and Maintenance or designated department leadership.

Essential Duties and Responsibilities

- Review, prioritize, assign, and monitor building maintenance service requests and work orders from initiation through completion.
- Evaluate work requests based on urgency, scope, location, safety concerns, and operational impact.
- Administer and maintain the department's CMMS to ensure accurate work-order documentation, scheduling, assignment, updates, and closeout.
- Maintain accurate records of labor, materials, equipment history, preventive maintenance, corrective actions, and completed work.
- Monitor work-order backlogs and identify overdue, recurring, and high-priority maintenance needs.
- Use CMMS reports and operational data to identify maintenance trends, recurring issues, workload demands, staffing requirements, and opportunities for improved service delivery.
- Maintain accurate facility and asset information and preventive maintenance schedules.

Work Planning, Forecasting, and Scheduling

- Forecast short- and long-term facilities maintenance workload using work orders, preventive maintenance requirements, historical data, seasonal demands, facility conditions, and operational priorities
- Develop daily, weekly, and long-range work schedules based on workload, staffing, employee skills, available resources, and operational requirements.
- Balance emergency, corrective, preventive, and planned maintenance activities.
- Coordinate maintenance schedules with County departments and facility representatives

to minimize disruption to normal operations.

- Adjust schedules and assignments as priorities, emergencies, staffing levels, or resource availability change.
- Identify requirements for labor, materials, tools, equipment, contractors, supplies, and employee training.

Maintenance, Repair, Renovation, and Construction

- Assist with planning and managing building maintenance, repair, renovation, and construction projects.
- Establish project priorities, develop work plans and schedules, prepare cost estimates, and identify required labor, materials, tools, and equipment.
- Prepare or review work orders, requisitions, project documentation, and related records.
- Coordinate with contractors, vendors, inspectors, utility companies, department representatives, and other stakeholders.
- Assist in reviewing contractor proposals and monitoring contracted work for compliance with specifications, schedules, safety requirements, and quality standards.
- Provide technical guidance to maintenance personnel and contractors as needed.
- Inspect work in progress and completed work to ensure quality, safety, completeness, and compliance with applicable requirements.
- Review and process completed work orders and supporting documentation.

Supervision and Team Leadership

- Directly supervise facilities maintenance, building maintenance, trades, and service personnel.
- Plan and organize employee workloads and establish daily and weekly priorities.
- Assign work based on operational needs, employee skill level, availability, and workload.
- Provide direction, coaching, technical assistance, and feedback to employees.
- Monitor employee productivity, work quality, attendance, safety practices, and compliance with County policies and procedures.
- Conduct performance evaluations and participate in disciplinary and corrective-action processes as appropriate.
- Participate in recruitment, interviewing, selection, onboarding, and development of facilities personnel.
- Conduct team meetings to communicate priorities, schedule changes, safety issues, operational expectations, and organizational objectives.
- Promote teamwork, accountability, professionalism, communication, and customer service.
- Address employee concerns and workplace issues in accordance with applicable

policies and procedures.

Training and Workforce Development

- Identify employee skill gaps and establish training priorities based on operational, safety, equipment, technology, and workforce needs.
- Provide or coordinate technical, safety, equipment, CMMS, and procedural training.
- Train employees in proper CMMS use, including work-order documentation, time entry, service notes, maintenance history, and task completion.
- Provide hands-on instruction and technical guidance for maintenance and repair activities.
- Promote cross-training to improve workforce flexibility, coverage, and technical capability.
- Mentor employees and support development toward increased responsibility and leadership opportunities.
- Assist with succession planning and workforce development for key facilities positions.

Preventive Maintenance and Asset Reliability

- Develop, coordinate, and monitor preventive maintenance programs for County buildings, equipment, and building systems.
- Ensure preventive maintenance activities are scheduled and completed within established timeframes.
- Monitor preventive maintenance performance and identify opportunities to improve equipment reliability and facility conditions.
- Analyze recurring equipment and facility problems and recommend corrective or preventive solutions.
- Promote proactive maintenance practices designed to reduce equipment failures, downtime, emergency repairs, and unnecessary operating costs.

Safety, Compliance, and Quality Assurance

- Ensure maintenance activities are performed in accordance with County policies, safety procedures, applicable building codes, regulatory requirements, and industry standards.
- Promote a strong safety culture and immediately address unsafe conditions or work practices.
- Participate in safety meetings, inspections, incident investigations, and corrective-action activities.
- Ensure employees properly use tools, equipment, personal protective equipment, vehicles, and other resources.
- Inspect work areas, facilities, tools, equipment, and vehicles for safety, maintenance,

and operational concerns.

- Ensure assigned vehicles and equipment are properly maintained and serviced.
- Coordinate required inspections with regulatory agencies and inspectors, including elevator and other facility-system inspections.
- Coordinate and oversee recurring contractor services for facility systems and equipment.

Contractor and Vendor Management

- Coordinate outside contractors and service providers when specialized expertise or additional resources are required.
- Monitor contractor performance, work quality, schedules, safety practices, and compliance with established requirements.
- Communicate with vendors and contractors regarding service requirements, proposals, schedules, deficiencies, and completion of work.
- Assist in evaluating contractor performance and resolving service deficiencies.

Performance Management and Continuous Improvement

- Establish and monitor operational performance measures, including work-order completion, preventive maintenance compliance, response times, backlog, labor utilization, service quality, and customer satisfaction.
- Review CMMS reports and maintenance data to identify bottlenecks, recurring issues, workload trends, and opportunities for improvement.
- Prepare reports and recommendations for management regarding workload, staffing, maintenance trends, facility conditions, performance, and operational concerns.
- Develop and improve standard operating procedures, maintenance processes, CMMS workflows, and departmental practices.
- Implement process improvements that increase productivity, reduce downtime, improve response times, increase equipment reliability, and enhance customer service.
- Participate in budgeting, forecasting, purchasing, procurement, and resource planning for facilities operations.

Facility and Building Systems

- Monitor and adjust building control systems and thermostats as necessary to maintain appropriate building conditions and support efficient facility operations.
- Assist with monitoring HVAC, electrical, plumbing, mechanical, structural, and other building systems.
- Identify facility deficiencies and recommend appropriate maintenance, repair, replacement, or improvement strategies.

Additional Responsibilities

- Respond to emergency facility conditions and coordinate appropriate maintenance resources.
- Assist with maintenance, repair, inspection, installation, and other facilities-related activities as needed.
- Provide technical and operational support to department leadership.
- Perform other related duties as assigned.

Required Qualifications

- High school diploma or GED.
- Six (6) years of progressively responsible experience in building maintenance, facilities maintenance, building operations, maintenance supervision, construction, or a closely related field, including supervisory or lead-worker experience.
- Equivalent combinations of education, training, and experience may be considered if they provide the knowledge, skills, and abilities required for the position.
- Valid Georgia driver's license. Preferred Qualifications
- Experience working with a Computerized Maintenance Management System (CMMS).
- Experience supervising facilities, building maintenance, trades, or service personnel.
- Experience managing preventive and corrective maintenance programs.
- Experience with maintenance planning, workload forecasting, scheduling, and resource allocation.
- Experience coordinating contractors, vendors, inspections, and facility improvement projects.
- Experience with budgeting, purchasing, cost estimating, and maintenance-related procurement.
- Technical experience in HVAC, electrical, plumbing, mechanical systems, building systems, or general building maintenance.

Knowledge, Skills, and Abilities

- Facilities operations, building maintenance, repair, renovation, and construction practices.
- Preventive and corrective maintenance principles.
- Building systems, equipment, tools, materials, and maintenance procedures.
- Applicable safety requirements, building codes, regulations, and industry standards.
- Work-order management and computerized maintenance systems.
- Supervisory practices, employee development, and workforce management.
- Planning, scheduling, prioritizing, and assigning maintenance work.
- Forecasting workload and balancing preventive, corrective, emergency, and planned maintenance.

- Supervising, coaching, training, evaluating, and developing employees.
- Analyzing CMMS data, maintenance reports, workload trends, and performance measures.
- Identifying maintenance problems and developing practical solutions.
- Communicating effectively with employees, management, contractors, vendors, and stakeholders.
- Preparing work plans, schedules, cost estimates, requisitions, reports, and other documentation.
- Manage multiple priorities and changing operational demands.
- Exercise sound judgment and make effective decisions.
- Inspect maintenance and construction work for quality, safety, and compliance.
- Establish effective working relationships with employees, management, contractors, vendors, and other stakeholders.
- Use Microsoft Office or comparable business software and computerized maintenance management systems.
- Work independently while operating within established policies and procedures.
- Lead a diverse facilities maintenance team and promote accountability, safety, teamwork, and professional development.

Supervisory Responsibilities The Facilities Service Manager has direct supervisory responsibility for assigned facilities personnel and is responsible for: • Planning and organizing employee workloads. • Establishing daily and weekly priorities. • Assigning, monitoring, and inspecting work. • Developing employee schedules and staffing coverage. • Conducting performance evaluations and reviews. • Providing coaching, counseling, training, and corrective feedback. • Participating in hiring, interviewing, and employee selection. • Training, mentoring, and developing employees. • Monitoring attendance and timekeeping as required. • Addressing employee performance and workplace concerns. • Maintaining appropriate documentation related to employee performance and disciplinary matters. • Promoting teamwork, accountability, safety, and professional development.

Performance Expectations Successful performance in this position will be demonstrated by: • Accurate and timely management of CMMS work orders. • Effective workload forecasting and scheduling. • Appropriate prioritization and assignment of maintenance activities. • Improved preventive maintenance compliance. • Reduction of overdue work and unnecessary maintenance backlog. • Timely response to emergency and critical facility needs. • High-quality completion of maintenance, repair, renovation, and construction work. • Improved facility and equipment reliability. • Effective employee productivity, accountability, and development. • Consistent compliance with safety requirements. • Serves as the designated on-call point of contact as needed. • Effective

contractor and vendor performance. • Accurate maintenance records and documentation. • Efficient use of labor, materials, equipment, and financial resources. • Positive internal customer service. • Continuous improvement of facilities maintenance processes and operations. Special Requirement Work may require supervision of inmate labor. When applicable, specialized training through the Clayton County Correctional Institution will be required.

Physical Requirements The position requires regular and, at times, sustained performance of moderately physically demanding work. Activities may include climbing, balancing, stooping, kneeling, crouching, crawling, lifting, carrying, pushing, and pulling moderately heavy objects and materials weighing approximately 20–50 pounds.

Sensory Requirements The position may require the ability to perceive and distinguish colors and shades, sounds, odors, depth, textures, and visual cues or signals. The ability to communicate effectively through oral communication is required.

Work Environment Work may involve exposure to dirt, dust, pollen, odors, wetness, fumes, excessive noise, machinery, vibrations, electrical currents, temperature extremes, and other environmental conditions associated with building maintenance and facilities operations.

Equal Employment Opportunity *The County is committed to providing equal employment opportunities and maintaining a professional workplace that values safety, accountability, teamwork, service, and respect. Employment decisions are made in accordance with applicable federal, state, and local laws.*