

Contracted Services Supervisor-Maintenance Operations

Location: New Castle, DE

Salary: \$63,638 to \$74,892 (Grade J)

Opening Date: September 8, 2020

Closing Date: October 9, 2020

I. POSITION SUMMARY

This supervisory position will assist the Facilities Manager with developing and managing multiple maintenance asset databases and performance contracts Authority-wide. Reporting directly to the Facilities Manager, this position develops and manages complex asset databases, through performance contracting, critical path scheduling, and other best management practices, to ensure the Authority's comprehensive preventative maintenance program is consistent system-wide; both for Authority-occupied facilities and for various leased facilities. This position also manages the repair and/or replacement of equipment, facilities and systems for Authority facilities by contracted forces. This position is required to be on call 24 hours per day to maintain continuous operations of Authority equipment, facilities and systems. This position also may supervise, either temporarily or permanently, employees as necessary to meet the Department's missions for facility and/or weather emergencies.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Manages projects and programs to assist in accomplishment of established goals
- Participates in development, implementation and maintenance of policies, objectives, short- and long-range planning
- Provides in-depth review, analysis, and recommendations of critical and/or complex capital projects as assigned
- Maintains electronic asset databases and Computerized Maintenance Management Systems as directed
- Develops complex repair scopes of work and performance contracting programs to achieve consistency throughout the Authority
- Interfaces with regulatory and government agencies, vendors, contractors, and customers on matters related to maintenance operations
- Manages systems to maintain records on equipment, inventories, and preventative maintenance activities
- Assists in the procurement process for performance, service and repair contracting
- Performs as a liaison amongst internal Authority Departments when managing owner/tenant issues
- Assists property management personnel with leased properties as directed
- Prepares reports, reviews contractor payment applications, maintains warranties and tracks contractor progress as directed
- Schedules, supervises, documents and tracks contractor provided services
- Develops and tracks key performance indicators
- Provides the highest level of customer service and professionalism to all internal and external customers
- Other duties as assigned

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of management principles and maintenance practices, procedures, and operations
- Knowledge of relevant local, state and federal regulations, and Authority protocols and procedures
- Knowledge of business and financial practices related to maintenance operations
- Knowledge of project management techniques and tools
- Effective leadership
- Effective negotiation skills
- Knowledge of public procurement practices
- Knowledge of electronic asset management databases and work order processing
- Ability to develop and manage operating and capital budget and projects
- Ability to identify, develop, and implement strategic and tactical plans and solutions
- Establish and maintain effective working relationships with internal and external contacts such as outside vendors and contractors
- Ability to read, understand, follow and enforce safety procedures
- Ability to read, understand and interpret design plans, shop drawings, technical manuals and specifications
- Strong oral and written communication skills
- Ability to provide superior customer service to all internal and external customers
- Ability to provide effective leadership during critical/emergency situations

IV. REQUIRED EDUCATION AND EXPERIENCE

- High school diploma (or equivalent) or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities, Associates Degree preferred
- Seven (7) years of experience in transportation or maintenance operations, including direct supervision of maintenance workforces with increasing levels of experience; ten (10) years preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Certification as a Facilities Management Professional (FMP) issued by the International Facilities Management Association in good standing is preferred

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation, pre-employment physical, and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the DRBA's facilities; must be willing and

- available to respond to emergency situations and effectively lead the Department in completing duties to maintain or restore operational capability
- Must be willing and available to supervise employees during weather emergencies, critical projects and other times as directed

If you are interested in applying for this position, current full-time employees may log in to the Employee Self Service System (ESS) and complete an application. In addition, please attach a resume to the completed application.