

DESERT COMMUNITY COLLEGE DISTRICT

MANAGER, MAINTENANCE & OPERATIONS (Campus-Based)

POSITION DESCRIPTION

The Manager, Maintenance and Operations is responsible for the day-to-day operation, condition, and functionality of assigned campus facilities, ensuring a high level of service, responsiveness, and accountability. The Manager serves as the primary on-site leader for all M&O activities, coordinating resources, personnel, and work execution to support instructional and operational needs.

The incumbent plans, organizes, and directs all campus-based Maintenance & Operations functions, including custodial, maintenance (all trades), and grounds services. Maintains strong visible presence in the field, proactively identifying issues, ensuring timely resolution, and accountability. The Manager serves as the primary on-site leader for all M&O activities, coordinating resources, personnel, and work execution to support instructional and operational needs.

The position supports the District's transition to a decentralized service delivery model, providing direct oversight of all M&O functions at an assigned campus while aligning with District-wide standards, priorities, and initiatives.

PLEASE NOTE: Depending on the site location (Palm Desert, Palm Springs, or Indio), the manager may be assigned some or all of the duties included within this job description.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Director of Maintenance and Operations or designee. The incumbent is expected to work independently, exercising professional judgment and initiative to achieve departmental goals.

REPRESENTATIVE DUTIES/ESSENTIAL FUNCTIONS

The duties listed are intended to provide examples of the types of work performed and are not intended to be an exhaustive list of all responsibilities. The District reserves the right to modify or assign additional duties consistent with the classification.

The following duties are representative of the essential functions of this position:

1. Manages and coordinates the work order system to ensure timely response, prioritization, and completion of all requests; establishes expectations for response times, productivity, and quality of work.
2. Monitors backlog, staffing alignment, and resource allocation to meet service level expectations.
3. Collaborates with the Director and other campus leadership to ensure consistency across the District.

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4. Supervise, train, and evaluate assigned trades and grounds staff, and provide high-level oversight and administrative direction across multiple disciplines (custodial, trades, and grounds).
5. Coordinate and oversee staffing schedules, shift assignments, coverage needs, and emergency response deployments to ensure efficient operations and continuity of service
6. Monitor employee performance, address performance concerns, recommend corrective or disciplinary actions as appropriate, and support staff training, coaching, and professional development to promote accountability, workforce effectiveness, and employee growth.
7. Manage, coordinate and direct preventative, predictive, and corrective maintenance programs across building systems, including HVAC, electrical, plumbing, fire/life safety systems, roofing, and general structural components.
8. Develop and enforce preventive maintenance schedules, ensuring compliance, documentation, and completion through the work order system.
9. Prioritize and coordinate reactive maintenance response, ensuring rapid resolution of critical issues impacting instruction, safety, or operations.
10. Review, assign, and monitor complex work orders, ensuring proper diagnostics, troubleshooting, and repair methodologies are applied; ensure proper tooling, materials, and inventory levels are maintained to support efficient trade operations.
11. Conduct comprehensive assessments of facility systems and infrastructure; evaluate performance, reliability and lifecycle costs; recommend and implement repair, upgrade, or replacement strategies; and coordinate and oversee contractors and specialized vendors, including scope development, scheduling, site access, and quality assurance and compliance with applicable standards and project requirements.
12. Ensure all work complies with applicable codes, regulations, and industry standards, including building, electrical, and mechanical requirements.
13. Direct and manage a comprehensive custodial services program to ensure facilities consistently meet established standards for cleanliness, sanitation, safety, and appearance; monitor and maintain inventories of custodial supplies, equipment, and consumable materials, ensuring adequate availability, efficient operations, and cost-effective resource utilization.
14. Establish, implement, and monitor cleaning schedules, service frequencies, staffing assignments, and workload distribution to ensure efficient and effective coverage of all campus facilities.
15. Train and supervise staff on proper cleaning techniques, equipment operation, and safety procedures to promote consistent service quality, productivity, and compliance with established standards.
16. Develop, implement and maintain inspection programs and quality control processes; conduct routine audits and corrective action initiatives; and ensure compliance with health and safety standards, infection control requirements, and safe chemical handling practices, including the proper use of Safety Data Sheets (SDS) and personal protective equipment (PPE).
17. Direct, coordinate and oversee floor care and surface maintenance programs, including stripping, waxing, burnishing, carpet cleaning, and restorative treatments; schedule and

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- monitor staff and contractor activities to ensure flooring and related surfaces are maintained in a safe, clean, attractive, and serviceable condition, maximizing appearance, performance, and asset longevity throughout campus facilities.
18. Manage and coordinate custodial services for classrooms, laboratories, restrooms, events, and other campus facilities, ensuring clean, safe, and operationally ready environments.
 19. Collaborate with campus stakeholders to align custodial staffing and support with academic schedules, special events, high-traffic demands, and operational needs while maintaining responsive service delivery.
 20. Direct, coordinate, oversee comprehensive grounds maintenance and campus exterior operations, including landscaping, irrigation systems, hardscape areas, parking lots, and exterior cleanliness; ensure the effective operation, maintenance, and repair of irrigation infrastructure while implementing water conservation practices and maintaining compliance with applicable environmental and local regulatory requirements to preserve the safety, appearance, and functionality of campus grounds.
 21. Plan, implement, and oversee comprehensive grounds maintenance programs by developing and managing schedules for mowing, trimming, planting, fertilization, and seasonal landscape activities; monitor the health and condition of trees, shrubs, and other plant materials, and promote sustainable landscaping practices, including water-efficient irrigation, native and climate-appropriate plantings, and environmentally responsible maintenance methods to ensure a safe, sustainable, and aesthetically appealing campus environment.
 22. Oversee pest and weed control programs, ensuring safe and compliant application of herbicides and pesticides.
 23. Plans, oversees, and coordinates stormwater management, drainage, and erosion control programs to protect campus infrastructure and environmental resources; maintain exterior campus assets, including walkways, signage, lighting, and site furnishings to ensure safe, functional, accessible, and well-maintained outdoor spaces.
 24. Ensure proper maintenance and use of grounds equipment and vehicles, including safety inspections and operator training.
 25. Assist in development and administration of Maintenance and Operations budgets; monitor expenditures, material usage, and operational performance to ensure fiscal accountability and cost-effective service delivery; and coordinate the procurement of supplies, tools, equipment, and other resources necessary to support departmental operations and maintenance activities.
 26. Ensure compliance with Cal-OSHA, environmental, health, and safety regulations by maintaining required permits, logs, inspection records, and regulatory documentation; develop and promote a proactive safety culture through training, communication, and accountability measures to ensure staff adhere to established safety policies, procedures, and best practices.
 27. Serve as the primary point of contact for faculty, staff, and campus administration regarding facility-related needs; plan, coordinate, and oversee grounds support services for campus events, special projects, campus functions, and emergency response activities, ensuring timely setup, operational readiness, responsive service delivery, and the safe, effective execution of campus operations.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- Federal, state, and local laws, codes, and regulations including those related to hazardous materials, environmental health, general safety procedures, OSHA standards, and a variety of building and safety codes.
- Principles and procedures of record-keeping and report writing.
- District policies and administrative regulations and operating procedures.
- Occupational hazards, basic principles, and practices used in the administration of environmental health and safety programs.
- Materials, methods, techniques, and equipment used in environmental health and safety inspections and investigations.
- Measurement, screening, evaluation procedures, techniques, tools, and equipment used in environmental health and safety.
- Methods, materials, and equipment used in multi-trade maintenance, custodial, and grounds operations.
- Building systems including HVAC, electrical, plumbing, and structural components.
- Work order systems and maintenance management practices.
- Principles of supervision, training, and performance management.
- Safety regulations and compliance requirements.
- Interpersonal skills using tact, patience, and courtesy.
- Oral and written communication skills.
- Modern office procedures, methods, and equipment including computers and applicable software.

Ability to:

- Interpret, apply and explain complex and technical District policies and procedures, State and federal laws and regulations related to assigned programs.
- Collaborate with M&O leadership on capital improvement projects, deferred maintenance planning, and long-term infrastructure strategies.
- Maintain regular, reliable, and punctual attendance consistent with District standards and operational needs.
- Communicate clearly, concisely, effectively and professionally, both verbally and in writing, with employees and District leadership and stakeholders, especially during stressful situations; de-escalate difficult customer interactions with empathy and tact.
- Establish and maintain cooperative and effective working relationships with others; work independently, confidentially, organize work to meet schedules and timelines with minimal direction; exercise tact and diplomacy when handling sensitive or confidential matters.

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- Maintain accurate and complete records and files; prepare comprehensive reports; and learn District organization, operations, policies, and objectives.
- Promote a culture of accountability, professionalism, teamwork, and customer service.
- Lead and manage diverse operational teams across multiple disciplines.
- Prioritize and manage a high volume of work requests in a dynamic environment.
- Analyze operational challenges and implement effective solutions.
- Promote cross-training and operational flexibility among trades staff to support a multi-skilled workforce model.
- Read and interpret plans, specifications, and technical documents.
- Organize, develop, and deliver effective informational presentations and training sessions that clearly communicate key concepts, enhance employee understanding, and support program objectives.
- Supervise, coach, evaluate and motivate a team of professionals and foster a collaborative, customer-focused team culture.
- Read, interpret, and explain blueprints, building plans and specifications.
- Conduct accident investigations; take statements, prepare reports, and recommend corrective action as appropriate.
- Analyze and manage multiple complex technical projects and develop effective solutions simultaneously; and adopt an effective course of action.
- Demonstrate sensitivity to and an understanding of the diverse academic, socioeconomic, cultural, disability, and ethnic backgrounds of community college students and staff.

EDUCATION AND EXPERIENCE

Any combination of education and experience:

- A Bachelor's degree from an accredited institution in Facilities Management, Construction Management, Engineering, Business Administration, Industrial Technology, Public Administration or a related field; AND
- Five (5) years of progressively responsible experience in building maintenance and operations, grounds maintenance, facilities management, construction or trades supervision, custodial operations, with at least two (2) years in a supervisory, lead, or managerial role.

OR

- An Associate's degree from an accredited institution in Facilities Management, Construction Management, Engineering, Business Administration, Industrial Technology, Public Administration or a related field; AND
- Seven (7) years of progressively responsible experience in the field, with at least two (2) years in a supervisory, lead, or managerial role.

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LICENSES AND OTHER REQUIREMENTS

Required within one (1) year of hire:

- OSHA 30-Hour (General Industry)
- HVAC, electrical, plumbing or building operator certifications
- Certified Educational Facilities Professional (CEFP)
- Certified Facility Manager (CFM)
- Project Management Professional (PMP)
- Valid California Driver's License

WORKING CONDITIONS

Environment: District office environment and outdoor environment with exposure to weather, noise and equipment hazards; subject to constant interruptions and frequent interaction with others; sitting for long periods at a time (up to 2-3 hours); repetitive use of upper extremities including hand coordination activities; requires some evening and weekend responsibility; occasional travel to other locations to attend meetings or conduct work. The ability to type, use phone, walking, standing, climbing, bending and stooping, occasionally lift (up to 20 pounds), carry, push, pull or otherwise move objects of light to moderate weight, work at a computer, including sitting and viewing a monitor for various lengths of time, repetitive use of keyboard, mouse or other control device, dexterity of hands and fingers to operate keyboard, ability to communicate and provide information to others, and working in confined or elevated spaces.

On-call availability for emergencies and occasional evening/weekend work.

Hazards: Exposure to fumes, odors, dust, mist, and gases.

EMPLOYMENT STATUS

Classified Supervisor

Leadership Salary Schedule: Range 7

Personnel Management Committee Review: August 13, 2026

Board Approved: August 21, 2026