



Position:
Facilities Technician
Status:
Full-Time, Non-Exempt

JOB DESCRIPTION

SUMMARY

Under the direction of the Maintenance Manager, the *Facilities Technician* position is primarily responsible for the oversight of a variety of maintenance tasks to maintain all MTA's facilities including bus stops and shelters and ground maintenance.

DISTINGUISHING CHARACTERISTICS

Employees assigned to this class are part of the team effort which provides support and assistance to staff. Incumbents are responsible for providing excellent customer service, and resolving customer concerns and questions in a timely and effective manner.

Supervision received from: Maintenance Manager

Supervision exercised over: N/A

KEY COMPETENCIES EXPECTED

Competencies are defined as those measurable or observable knowledge, skills, abilities, and behaviors critical to success in a key job role or function. It is expected that the employee will exhibit the following key competencies:

Accountability

- Take responsibility for content and quality of assigned work.
- Complete assigned tasks and meet key deadlines; producing/completing accurate and timely work.
- Self-management
 - Punctuality and regular work attendance.
 - Producing/completing accurate and timely work.
 - Focus on the situation, issue or behavior rather than the person.
 - Give and accept constructive feedback.
 - Use time wisely.

Adaptability/Flexibility

- Acknowledging that unanticipated events will occur and help to build capacity to adjust when such events occur. Find ways to effectively respond to unanticipated situations.
- Adapt positively and constructively to changes to the work environment and work priorities.

- Engage appropriately with Manager in discussion about maintaining a sustainable workload in the event of new, unanticipated work projects or initiatives.
- Ensure affected team members clearly understand when changes occur and what is expected of them.

Customer Service

- Provide accurate and timely information;
- Understand and responsive to your customers' objectives and needs;
- Being accessible, providing timely and responsive replies to customer requests, e-mails, phone messages and mail;
- Handle customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations;
- Maintain an optimistic attitude, supporting teamwork and cooperation through open and honest communication;
- Anticipate, assess, and respond to changing customer needs;
- Consistently provide products and services that meet or exceed the expectations of the customers;
- Willingness to explore new ideas

Collaboration/Teamwork

- Help create an atmosphere that brings people together so they have a stake in the solution. Involve others in matters that affect what they do. Seek out and act on opportunities to improve, streamline and re-invent work processes;
- Contribute to the development, cohesion and productivity of the team; be receptive to new ideas and adaptable to new situations;
- Model effective group process behavior, such as listening, discussing, negotiating, rewarding, encouraging and motivating;
- Keep management well informed of issues and trends; openly share your ideas, suggestions and opinions with team members;
- Build constructive working relationships characterized by a high level of acceptance, cooperation and mutual respect;
- Team Work
 - Promote cooperation;
 - Clearly and effectively communicate with individuals and groups;
 - Keep Manager and co-workers informed;
 - Contribute to the team with ideas, suggestions and effort;
 - Refrains from gossiping.

Additionally, all employees of MTA are required to consistently demonstrate the following core competencies:

- Inspirational Leadership
- Informed Decision Making
- Transparency & Accountability
- Respectful Relationships

- Personal Responsibility
- Outstanding Customer Service

(Key behaviors for the MTA Core Competencies are described on the last page of this form.)

ESSENTIAL DUTIES

- Ensure that Agency customer service standards of safety, courtesy and reliability are met through daily monitoring of transit operations for adherence to Agency policies, rules, regulations and schedules.
- Work closely with Maintenance Manager to plan and coordinate requests based on urgency and budget considerations.
- Perform the maintenance, repair and alteration of Agency facilities and grounds; review and inspect work of outside contractors as designated.
- Coordinate and perform the maintenance, repair, installation and alteration of Agency Bus Stop/Shelter facilities and grounds; conduct minor remodeling and construction projects; review and inspect work of outside contractors ensuring that a high standard of cleanliness and safety is maintained; work cooperatively with project engineers as designated.
- Work closely with the Maintenance Manager to solicit bids/quotes for building/facilities purchase, installation and maintenance/repair of equipment/projects.
- Perform snow and ice control at all fixed facilities bus stops; operates snow and ice removal equipment such as snow plows, sanders and de-icing trailers as needed.
- Maintain irrigation systems and related maintenance practices.
- Sets up for community events with stop alerts, signage, temporary stops, equipment and materials.
- Assist in maintaining environmental programs for all facilities, including storm water, pollution prevention, waste reduction, hazardous waste and materials management, recycling, and underground tank storage.
- Respond to emergency situations after hours, on weekends, and during holidays as needed to include facility, equipment, and security problems. Resolves problems or obtains necessary resources or outside assistance to resolve problems.
- Recommend purchase of tools, equipment, materials and major maintenance equipment.
- Monitor and ensure Agency compliance with State codes along with environmental and safety regulations and requirements. Ensure Fire Alarm System and Emergency Response equipment/supplies are inspected, maintained and in compliance with safety regulations. Ensure Security Alarm System and equipment is maintained and fully operational. Attend MTA Safety Committee Meetings.
- Contribute to the goals and objectives of the Facilities Team, to include formulation and implementation of operational policies, procedures, and controls to ensure safe and efficient operational activities and adherence to established service, budgetary and customer satisfaction standards. Recommend changes as warranted.

OTHER FUNCTIONS

- Perform duties in support of ongoing and special projects;
- Serve on committees, task forces and other work groups;
- Perform other duties as assigned and any duties of a similar nature or level needed to make MTA a world-class transit agency.
- Fuel and wash vehicles as needed

KNOWLEDGE & SKILLS

Knowledge of: standard methods, practices, tools, equipment for the proper maintenance and repair of facilities, grounds and bus stops; recognize occupational hazards and follow appropriate safety rules and regulations.

Skill in: using a computer and related software applications; completing assigned work within prescribed timelines; communicating effectively both orally and in writing; establishing and maintaining cooperative and effective working relationships with others; maintaining records; and analyzing situations effectively and adopting appropriate courses of action.

Ability to: operate and use tools, equipment, supplies and have knowledge in the proper use of cleaning compounds and solutions; multi-task and respond appropriately and effectively in emergency and hectic situations; provide excellent customer service; work independently; operate standard office machines and equipment (copy machine, adding machine, fax and PC).

MINIMUM QUALIFICATIONS

- Required: High School Diploma or GED.
- Must have a minimum of five (5) years licensed driving experience.
- Must have no involvement in any at-fault accidents within the past five (5) years.
- No moving violations within the past three (3) years.

SPECIAL REQUIREMENTS

- Working knowledge of the geography of Mason County preferred.
- Basic knowledge of cleaning methods and products.
- Ability to safely operate a variety of equipment including, trucks with trailers, forklift, snowplow, tractors with bucket scoops, man lifts, electrical testers, multi-meter, standard hand tools, electrical and pneumatic powered tools, ladders, lawn care equipment and other tools associated with the maintenance and repair of facilities, grounds and bus stops.
- Knowledge of HAZMAT regulations.
- Must be available to work a variety of schedules, including holidays, days, nights, and/or weekends.
- Must possess or be willing to acquire the following: CDL License (Class B CDL with air brake endorsement), First Aid/Cardio-Pulmonary Resuscitation Certificate, and Physical examination verifying applicant's fitness to drive.
- Current Washington State Driver's License.

Employment is contingent upon successfully completing and passing a pre-employment drug screen. Continued employment is contingent upon adherence to Mason Transit Authority's Drug/Alcohol Workplace Free Policy, including being subject to drug and alcohol testing.

PHYSICAL REQUIREMENTS

The duties of this position require regular travel to various locations, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, repetitive motions, carrying up to 60 pounds, and driving a vehicle. Physical effort is required to perform heavy manual labor in confined and cramped spaces. Work requires manual finger dexterity and hand-eye coordination to manipulate hand tools, power tools, and equipment. Work involves physical risk from mechanical and electrical equipment. Occasionally exposed to varied weather conditions, fumes, and vehicle chemicals. Noise level in the work environment is moderately noisy. Reasonable accommodations are made to enable individuals with disabilities to perform the essential functions of this position.

The job duties as defined are an accurate reflection of the work to be performed by this position.

Maintenance Manager's Signature

Date

As the incumbent in this position, I have received a copy of this position description and the job duties are an accurate reflection of the work to be performed.

Facilities Technician's Signature

Date

This Summary Job Description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Mason Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Mason Transit Authority know if you need accommodations in order to participate in the application process.

MTA CORE COMPETENCIES

Inspirational Leadership:

Take initiative; act decisively; create an environment that motivates and challenges others; adapt to a variety of situations; develop fresh ideas that provide solutions to all types of workplace challenges; share information, plan, develop, and implement our vision; promote MTA's mission and values and model ways to achieve them.

Informed Decision Making:

Research data to grasp issues, draw conclusions, and solve problems resulting in sound solutions that, when judged over time, are aligned with MTA's vision and mission; commit to action, even in uncertain situations, to accomplish organizational goals; identify, assess and manage risk while striving to attain objectives.

Transparency & Accountability:

Build trust and respect through consistently honest and professional interactions; use public funds and resources appropriately; approach each situation with a clear perception of organizational and political realities; recognize the impact of alternative courses of action; assure that effective controls are developed and maintained to ensure the integrity of the organization and its mission; seek and build strategic alliances and collaborative arrangements through partnerships to advance the mission of the organization; actively communicate decisions with stakeholders.

Respectful Relationships:

Help create a work environment that embraces and appreciates diversity; treat others fairly without regard to race, sex, color, religion, or sexual orientation; recognize differences as opportunities to learn and grow by working together; establish and maintains constructive relationships; work to preserve the self-confidence and self-esteem of others; focus on the situation, issue or behavior, not the person; take initiative to make things better; model appropriate behaviors for others.

Personal Responsibility:

Demonstrate integrity, honesty and ethical behavior; personally acknowledge and accept responsibility for meeting expectations and correcting mistakes; exhibit self-control and respond to feedback non-defensively; execute principles of workplace safety; comply with all safety policies and procedures; takes responsibility for efficient, effective use of time, equipment, and resources.

Outstanding Customer Service:

Provide accurate and timely information; understand and is responsive to our customers' objectives and needs; is accessible, provide timely and responsive replies to customer requests, e-mails, phone messages and mail; handle customer inquiries and complaints in a prompt, courteous and professional manner while adhering to rules and regulations; anticipate, assess, respond to changing customer needs; consistently provide products and services that meet or exceed the expectations of the customers.