

Washington State Department of Personnel
Class Specification

OPERATIONS CENTER SUPERVISOR

450L

Abolished May 11, 2012

Definition:

Supervise communications and related activities in a physical plant operations center at a large institution.

Distinguishing Characteristics:

Positions in this class supervise the activities of personnel engaged in monitoring and operating radio paging systems, a computerized central building control system, a centrex telephone system, a preventive maintenance and work order control system, and a dispatch transportation system for movement of shops personnel, equipment and supplies. Incumbents perform independently, reporting directly to a maintenance supervisor.

Typical Work:

Supervise activities of operations center employees; train, give work direction and assist in planning communications procedures;

Develop and implement emergency communications procedures to ensure proper coordination of repair activities of shops personnel in the event of natural disasters or unscheduled disruption of major utility services;

Monitor and operate a computerized, centralized building control system; interpret data on operating conditions and initiate appropriate responses;

Supervise preventive maintenance and service requests work order system; receive and review trouble requests for service; oversee completion of work orders and records; monitor or initiate action as needed to ensure timely and reliable response of shop personnel;

Oversee the operation of the centrex telephone system;

Operate FM radio communications system to dispatch maintenance personnel and ensure compliance with FCC rules;

Supervise maintenance of key lockers and records, issuance and ordering of keys, and periodic audits of key registers for security purposes;

Prepare activity reports;

Perform related duties as required.

Legal Requirement(s):

There may be instances where individual positions must have additional licenses or certification. It is the employer's responsibility to ensure the appropriate licenses/certifications are obtained for each position.

Desirable Qualifications:

Three years work experience in physical plant operations. College vocational or technical school training may be substituted year-for-year for up to two years of work experience, or journey status in the skilled trades may also be substituted for up to two years of work experience.

Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.

Class Specification History:

New Class: 3-23-78

Revise MQ: 7-2-90

New class code, formerly 5214, effective July 1, 2007.

Abolished; adopted May 10, 2012, effective May 11, 2012