

# Facilities Dispatch and Helpdesk Manager

## Position Details

Class Code: 7182

Job Family: Skilled Trades/Technicians

Classification: Support Professional

Terms of Employment: [Pay Grade 57 on the Support Professional Salary Schedule](#)

FLSA STATUS: NON-EXEMPT

---

## Position Summary

Under direction and guidance, coordinates activities, supervises assigned staff, and performs Facilities Dispatch and Helpdesk staff duties in support of Clark County School District's Facilities Services Unit (FSU). Develops and maintains workflow processes and develops preventive and planned maintenance master schedules in the Computerized Maintenance Management System (CMMS) and other software.

---

## Essential Duties and Responsibilities

The list of Essential Duties and Responsibilities is not exhaustive and may be supplemented.

1. Plans, coordinates, schedules, and directs activities of Facilities and Helpdesk staff.
2. Develops and maintains the District's master schedule for preventive and planned maintenance projects in the CMMS and other software applications.
3. Prepares and disseminates project status reports, charts, and graphs.
4. Oversees and corrects system implementation issues relative to the Master Scheduling process; monitors and analyzes performance; updates systems planning data.

5. Prepares administrative procedures for workflow management and preventive maintenance master schedules.
  6. Makes recommendations to administrators regarding priority project scheduling.
  7. Collects information and reports time estimates and project schedules for the development of project reports. Provides schedules and project status reports to FSU staff.
  8. Responds to telephone calls from FSU staff, site administrators, and others; determines necessary action, transmits information, and dispatches personnel according to established procedures.
  9. Develops and maintains workflow processes and operations for the CMMS.
  10. Works with Facilities Dispatch and Helpdesk staff to identify, analyze, and evaluate work order requests of assets experiencing recurring problems and prepares reports for review/discussion in identifying/recommending appropriate solution for administration.
  11. Assists department personnel with work order research and distribution, asset movement, and new asset input.
  12. Performs data management in the CMMS.
  13. Creates classifications and specifications for asset management.
  14. Analyzes and evaluates possible solutions to CMMS and workflow problems, advises users regarding problem resolution, and directs users to take specific actions to define and resolve such problems.
  15. Works with department functional staff to modify, test, and implement application changes required for system functionality.
  16. Communicates property, asset, and preventive maintenance master schedule changes to FSU staff.
  17. Assists the training department in developing technical and procedural training for CMMS users.
  18. Participates in meetings with FSU staff to assist with workflow analysis.
  19. Attends seminars and trainings.
  20. Generates reports for department and unit personnel, as needed.
  21. Maintains detailed knowledge of the FSU organization operational flow.
  22. Mentors and trains assigned staff.
  23. Provides input for evaluations of assigned staff.
  24. Conforms to safety standards, as prescribed.
  25. Performs other tasks related to the position, as assigned.
-

## Distinguishing Characteristics

Involves supervising Facilities Dispatch and Helpdesk staff, overseeing workflow management processes and developing and maintaining the preventive and planned maintenance master schedules in the CMMS and other software.

---

## Knowledge, Skills, and Abilities (Position Expectations)

1. Knowledge of computers and software applications that relate to the management of skilled trades.
  2. Knowledge of a variety of construction trades and materials.
  3. Basic knowledge of HVACR mechanical and electrical systems.
  4. Basic knowledge of local utility rates/structures.
  5. Knowledge of basic management principles and practices.
  6. Knowledge of schedule analysis and production patterns.
  7. Knowledge of manpower cost estimating and time analysis.
  8. Knowledge of operational processes and ability to identify workflow successes and failures.
  9. Knowledge of personal computer software and other applications (i.e., word processing, spreadsheets, and database programs).
  10. Ability to read and interpret written and verbal instructions.
  11. Ability to meet predetermined deadlines.
  12. Ability to work flexible hours or shifts.
  13. Ability to judge when to act independently and when to refer situations to a supervisor.
  14. Ability to plan, develop, learn, and apply work procedures.
  15. Ability to read maps and printouts.
  16. Ability to learn Building Automation Systems (BAS) software and scheduling.
  17. Ability to summarize and communicate information in a clear, concise manner.
  18. Ability to write clearly, legibly, and quickly.
  19. Ability to work under pressure.
  20. Ability to work cooperatively with employees, vendors/contractors, and the public.
  21. Ability to recognize and report hazards and apply safe work methods.
  22. Possess physical and mental stamina commensurate with the responsibilities of the position.
-

# Position Requirements

## Education, Training, and Experience

High school graduation or other equivalent (i.e., General Educational Development (GED), foreign equivalency, etc.); plus, seven (7) years of experience in scheduling construction and/or maintenance trades projects and/or developing preventive maintenance schedules; and, two (2) years of experience managing and developing CMMS and associated applications; or,

Associate's degree from an accredited college or university in related field; plus, five (5) years of experience in scheduling construction and/or maintenance trades projects and/or developing preventive maintenance schedules; and, two (2) years of experience managing and developing CMMS and associated applications; or,

Bachelor's degree from an accredited college or university in related area; plus, three (3) years of experience in scheduling construction and/or maintenance trades projects and/or developing preventive maintenance schedules; and, two (2) years of experience managing and developing CMMS and associated applications.

## Licenses and Certifications

A valid driver's license or state-issued identification card.

## Preferred Qualifications

1. Experience with Building Automation Systems (BAS) scheduling.
2. General knowledge of energy management practices and procedures.
3. Supervisory experience.
4. Experience in data management practices.
5. Knowledge of Facilities Management Services workflow.

---

## Document(s) Required at Time of Application

1. Copy of a valid driver's license or state-issued identification card.
  2. High school transcript or other equivalent (i.e., GED, college, technical or trade school transcript, foreign equivalency, etc.).
  3. College or university transcript(s), if applicable.
  4. Specific documented evidence of training and experience to satisfy qualifications.
-

## Examples of Assigned Work Areas

Clark County School District facilities – offices and schools (i.e., classrooms, science labs, locker rooms, cafeterias, restrooms, gymnasiums, chase-ways, etc.), building rooftops, new and renovation construction sites, etc.

---

## Work Environment

### Strength

Sedentary/medium – exert force of 20-50 lbs., occasionally; 10-25 lbs., frequently; up to 10 lbs., constantly.

### Physical Demand

Frequent sitting, standing, walking, pushing, pulling, stooping, kneeling, crouching, reaching, handling, and repetitive fine motor activities. Hearing and speech to communicate in person, via video conference and computers, or over the telephone. Mobility to work in a typical office setting and use standard office equipment. Stamina to remain seated and to maintain concentration for an extended period of time. Vision: Frequent near acuity, occasional far acuity, and color vision. Vision to read printed and online materials, a Video Display Terminal (VDT) screen, or other monitoring devices.

### Environmental Conditions

Varies from a climate-controlled office setting to work outdoors with temperatures ranging from mild/moderate to extreme cold/heat. Possible exposure to noise levels ranging from moderate to loud for occasional to frequent time periods, occasional electrical shock hazards, and fumes from paint and/or chemicals.

### Hazards

Furniture, playground/office equipment, communicable diseases, chemicals and fumes (as related to specific assignment), and power/hand operated equipment and machinery (as related to specific assignment).

---

## Examples of Equipment/Supplies Used to Perform Tasks

Various computers, printers, typewriters, telephones, calculators, copy machines, fax machines, calculators, blueprints, specifications, filing cabinets/equipment, etc.

---

## **AA/EOE Statement**

The Clark County School District is proud to be an equal opportunity employer. The Clark County School District is committed to providing all applicants and employees equal employment opportunities without regard to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, genetics, disability, age, military status, or other characteristics protected by applicable law. Here at Clark County School District, we are a diverse group of people who honor the differences that drive innovative solutions to meet the needs of our students and employees. We believe that through a culture of inclusivity, we have the power to reflect the community we serve.

## **Job Revision Information**

- Revised: 05/03/23
- Created: 01/12/21