



Facilities and Emergency Services Specialist

Class Code:
4915

Bargaining Unit: Unrepresented - Non-management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Aug 23, 2007
Revision Date: Mar 17, 2009; Aug 15 2023; Feb 23, 2026

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under supervision, provides a wide range of work in which incumbents are responsible for providing administrative and customer service support for facilities maintenance activities, including facilities maintenance, repairs, facilities renovation, moves, salvage, and routine and major maintenance of Court buildings; assists in planning and coordinating the Court's emergency management and disaster readiness and preparedness program; and performs other related duties as assigned.

DISTINGUISHING FEATURES

This is a paraprofessional level class in the Facilities Unit and/or Emergency Services Unit within the Finance & Facilities Division. This position reports to the Facilities Manager or designee and under general supervision performs technical and coordinative facilities work or assists in planning and coordinating the disaster readiness and preparedness program. This class may perform facility-related work and may have limited responsibility for completion of routine projects or portions of major projects.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Provides general and administrative support in the Facilities and Emergency Services Unit.
2. Receives requisitions for minor remodel projects and repairs or maintenance jobs; and confers with staff to ascertain problems or update the status of a problem within a building.

3. Responds to requests for service work orders received from staff; determines priorities and escalates, accordingly; monitors the customer service inbox.

4. Assists in performing facility assessments, that include all aspects of office, courtroom and staff conditions such as carpet, paint, ceiling, lights, vents, doors, hinges, swing gates, sound systems, signage and furniture and minor plumbing, electrical and HVAC.

5. Notes indications of required maintenance or repair work, potential deficiencies, and safety hazards, etc.; and recommends the best course of action for improvements or corrections and processes appropriate work orders.

6. Assists in coordinating staff and judicial moves, facility management projects with judicial officers; and coordinates court salvage program with staff and Alameda County's General Services Agency.

7. Coordinates and monitors repair or maintenance work being performed by vendors to determine if Court's needs have been met; and answers questions regarding repair and/or maintenance work.

8. Coordinates the preparation of new buildings for occupancy involving the initiation of work orders, requisitions and correspondence to ensure that desks and equipment, telephone and data service, and key systems have been delivered or arranged prior to the scheduled in-service date.

9. Responds to emergency or trouble calls involving facilities or emergency services related issues.

10. Participates in walk throughs of outgoing and completed construction and remodel projects to verify completion.

11. Coordinates requests for keys and lock changes in accordance with established policies and procedures.

12. Assists in the implementation of courtwide and site-specific emergency plans, policies, and procedures, including building evacuation plans, Continuity of Operations Plans and emergency response plans.

13. Assists with courtwide emergency training and exercise programs, including staff training on plans and procedures, developing and conducting drills and exercises to test procedures and trainings. Performs after action reviews and develops improvement plans to enhance current plans and procedures based on exercise results.

14. Assists in stocking and maintaining disaster preparedness-related supplies and equipment.
15. Assists in coordinating publication and dissemination of public notices; responds to verbal and written public inquiries and surveys.
16. Attends a variety of meetings and training related to facilities and emergency services work.
17. Maintains appropriate court records and files for all facility and emergency-related services.
18. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

The equivalent of three years full-time experience in facilities maintenance, construction, project management, or assisting with planning and procedure development in an emergency management program.

KNOWLEDGE AND ABILITIES:

Knowledge of modern office procedures and equipment, including computer and printer, keyboard and mouse, fax machine, copier, filing and record keeping systems; principles and practices of business and office management; basic project coordination of vendor's work; basic analysis techniques; facility maintenance procedures; basic principles and practices of project management; regulations and procedures governing building maintenance and safety; public safety requirements and practices related to building construction projects; general construction project management techniques and procedures; court procedures for contract administration and procurement; state and federal laws and ordinances related to local and regional disaster preparedness, response and recovery; the Americans with Disabilities Act; technology, trends and techniques in the areas of emergency and disaster preparedness, response, relief and recovery. word processing and database application software including, Microsoft word and Excel.

Ability to relate to and work with a variety of people to achieve project goals; work with sensitivity, judgment and tact in dealing effectively with people; read and understand detailed construction documents, technical specifications and blue prints; communicate clearly and effectively using the English language; analyze problems and complaints, and recommend solutions; prioritize work and meet project schedules; understand and follow oral and written instructions; perform mathematical calculations correctly; carry out duties in accordance with policies, procedures and scope of responsibilities; coordinate and monitor the work of vendors, contractors and consultants; collect and gather information; manage multiple projects and tasks

simultaneously; effectively use a variety of computer software applications; exercise discretion and independent judgment within general policy guidelines; maintain sensitive and confidential information; establish and maintain effective working relationships with judicial officers, court and county staff, the public and representatives of other agencies or departments.

CLASSIFICATION HISTORY:

Date established: 8/23/07 CW/cw

Revision date: 03/17/09; 08/15/23; 02/23/26