



City of Phoenix

FACILITY CONTRACT COMPLIANCE SPECIALIST

JOB CODE 80140

Effective Date: 11/04

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to oversee the operations of private contractors responsible for providing custodial, pest control, specialized cleaning, security, and similar services to City facilities. Incumbents assist in the development of contract specifications and review and analyze contracts and related documents to determine appropriate service levels and to assure contractor compliance with contract requirements. The Facility Contract Compliance Specialist acts as liaison between the occupants of City buildings and the contractor and resolves any complaints or problems, writes detailed inspection reports outlining any deficiencies in service levels and appropriate corrective actions, interprets contract contents to contractors, and prepares draft contract specifications and recommends contract changes based on observable needs. Work is performed under the general supervision of the Facility Contract Compliance Specialist, Assigned: Lead or the Contract Compliance Supervisor, who reviews work through observation, conferences, and by results obtained.

ESSENTIAL FUNCTIONS:

- Reads and analyzes moderately complex contracts;
- Researches and prepares draft contract specifications;
- Monitors performance of outside contractors and subcontractors who provide specialized and/or administrative services;
- Prepares detailed, written inspection reports on deficient quality and frequency levels of contractor services and recommends corrective actions;
- Prepares directive letters to contractors regarding contract compliance;
- Interprets contract requirements to contractors, building tenants, and department staff;
- Conducts on-site inspections;
- Participates in pre-award contract briefings, pre-award analysis of contractor's bid proposals, and post-award contractor meetings;
- Investigates and resolves building tenant complaints regarding contractor services;
- Recommends contract changes based on observable needs;
- Analyzes contracts to determine requirements and develops a list of items to be checked during inspections to insure compliance;
- Maintains adequate stocks of janitorial supplies that the City furnishes for each building.



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- Processes contractor payments;
- Assists in investigating and responding to citizen concerns;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Cleaning fluids, chemicals, or other products used by contractors.
- OSHA requirements.

Ability to:

- Produce written documents in the English language with clearly-organized thoughts with proper sentence construction, punctuation, and grammar.
- Comprehend and make inferences from written material.
- Inspect building facilities to determine compliance with contract requirements.
- Prepare contract specifications.
- Exercise good judgment in performing inspections.
- Resolve problems between the contractor and tenant.
- Communicate orally in the English language with customers, clients, and the public using a telephone or in a one-to-one or group setting.
- Specify corrective methods to resolve compliance problems both orally and in writing.
- Work cooperatively with others.
- Review or check the work product of others to insure conformance to standards.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential or marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:



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Education, experience, and training which provide the ability to interact with management staff as well as service providers, and the ability to analyze and interpret moderately complex contracts using high-level reading and writing skills. Other combinations of experience and education which meet the minimum requirements may be substituted.