



City of Phoenix
FACILITY CONTRACT COMPLIANCE SPECIALIST
ASSIGN: LEAD

JOB CODE 80141

Effective Date: 10/12

The following Lead Assignment job description is meant to apply to all like titles, regardless of any assignment or designation.

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.

DISTINGUISHING FEATURES OF THE ASSIGNMENT:

The fundamental reason a Lead Assignment exists is to assist in supervising other employees. This lead work is in addition to the regular duties as described in the base classification job description.

While the duties of Lead positions can vary by department and work group, some examples of Lead responsibilities include:

- Training new and current employees.
- Assigning, reviewing, and approving work.
- Handling the more complex and technical problems and customer inquiries in the work unit.
- Supervising a work unit whenever the regular supervisor is absent.
- Completing various activity statistical reports, budget monitoring, and/or other special projects.



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- Ensuring that department management is informed of critical issues or other emergencies.
- Providing input on employee performance evaluations and disciplinary actions.
- Handling the day-to-day scheduling of employee breaks, work periods, and coverage of work stations or public counters.
- Ensures work is performed in compliance with section/division/department standards and established deadlines.
- Depending on staff assignment may perform other duties and tasks.

Lead*U7: Some Lead positions, such as "Lead-Unit 7," perform the full range of supervision over others. This would include the examples above, plus such responsibilities as conducting employee performance appraisals; approving leave and overtime; and handling hiring, firing, discipline, and grievances of employees as a first-level supervisor.

The Lead assignment is distinguished from the base classification by supervisory responsibilities, responsibility for the more complex and technical work situations, the independence with which duties are performed, and decision making authority.

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.
- Processes contractor payments;
- Assists in investigating and responding to citizen concerns;



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- 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:

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



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combinations of experience and education which meet the minimum requirements may be substituted.