



**MAINTENANCE CONTROL MANAGER**  
**GS-303-7 POSITION #5358**

**PRIMARY DUTIES**

Incumbent promotes and improves the efficiency of Engineering Service through AMES/MERS Work Order and Equipment Management Programs. These programs facilitate maintenance and repair of building structures, complex types of equipment, and a large variety of utility systems; and monitors installation of new equipment and station level projects. These programs provide a history of maintenance and repairs, and the cost of labor and materials which is used to determine the most cost effective method of accomplishing work (i.e., in-house or contract).

Incumbent schedules preventive maintenance of equipment, buildings and utilities, and assigns preventive maintenance to the shops to meet requirements in the VA MP-3 manual and to meet requirements of Joint Commission, NFPA, NIOSH and OSHA. Incumbent issues repair and preventive maintenance contracts and work orders to maintain the property of the VA in good working condition.

Serves as point of contact for data used for special reporting activities, such as staffing guidelines and special one-time reports; compiles data for recurring and nonrecurring reports required by station management, VA Central Office, and other agencies. Collects and organizes data for and prepares Engineering Service work reports, etc.

Provides support in conjunction with the supervisors of various shops in Maintenance and Operations in relation to repair, minor improvements, and station-level projects. Reviews criteria as required to prepare instructional data on work orders to keep shop supervisors informed as to the status of the work orders and of those requiring immediate attention. Incumbent maintains data used in long range planning and budgeting for equipment maintenance contracts and repair materials for equipment.

Work requests are routine to emergency in nature and are received from a wide variety of personnel including top management and professionals. Requests are received electronically, from maintenance books, memos, inspection worksheets, and verbally by phone or in person. Incumbent evaluates each work order to determine priority and section and shop that will perform the work; and coordinates work within Engineering Service and also with the requesting service if necessary. If the repair is an emergency or priority item, incumbent communicates directly with shop personnel to establish revised priorities or expedite the work. If repair is a warranty item, incumbent notifies the appropriate person. In the event of an emergency, the incumbent has full authority of the Chief, Maintenance and Repair (M&R) Section to assign all mechanics in the section to any area requiring emergency repairs. The incumbent monitors work orders to ensure work has been completed, is ongoing, or determines reason for delay and advises the supervisor of delinquent work in the shops. Incumbent follows up on progress of work and reports status to the requestor when required. Incumbent independently handles day-to-day operations, including

controversial problems and conflicts. The Work Order System is annotated accordingly.

The incumbent is responsible for administrative duties associated with projects assigned to the M&R Section. Duties include, but are not limited to: Incumbent uses own initiative in establishing and implementing a fund control account system for each project to ensure that materials and labor are charged to proper categories and funds. Incumbent prepares project reports and correspondence required by VACO. Prepares and maintains Purchase and Hire (P&H) payrolls and orders supplies and materials. Types specifications for M&R projects or supplies and follows up when required to coordinate or expedite delivery of materials or services.

The incumbent manages the key control system and serves as the Engineering Service clearing official for the Temple facility.

The incumbent initiates and controls requests for procurement of parts, materials, and services. The incumbent screens catalogs and other materials to obtain pertinent information for ordering purposes and contacts vendors to obtain current stock number and prices before ordering. Incumbent is in contact with vendors to expedite or coordinate delivery of materials or services to support projects or repairs.

The incumbent is designated timekeeper or alternate for the M&R Section, including temporary and P&H employees assigned to the section.

Other duties include coordinating utility shutdowns, preparing overtime requests, and preparing, typing, and filing reports and correspondence for the M&R Section.

#### **FACTOR 1: KNOWLEDGE REQUIRED BY THE POSITION**

Incumbent serves in the staff capacity in the Office of the Chief, Maintenance & Repair Section. Must be knowledgeable of the duties of all the engineering trades. Incumbent must possess a full range of skills and knowledge of the basic computer system.

Incumbent must demonstrate skills and knowledge of the techniques used to gather and logically compile large amounts of information and to organize this data into meaningful format for review by management.

Incumbent must possess skills and knowledge of applicable VA policies and regulations. Organization and operation are essential to facilitate data collection from appropriate individuals involved in the resolution of problems and/or inquiries brought about by Engineering Service personnel or other services pertaining to the Equipment Maintenance Program.

Ability to work with and through other employees at all levels within the VA organization and outside. Incumbent must also be able to work independently to identify and recommend solutions to problems.

#### **FACTOR 2: SUPERVISORY CONTROLS**

Incumbent receives general supervision from Chief, M&R Section. Assignments are broad in nature and specific guidelines for their accomplishment are available only in

rare instances. Work is reviewed on a sample basis through evaluation of reports, finished products, and computer outputs.

**FACTOR 3: GUIDELINES**

When available, guidelines are often complex. Oral directions are given in most instances and the incumbent is expected to utilize knowledge, past experience, and written policies and procedures to determine workable approaches.

**FACTOR 4: COMPLEXITY**

The incumbent functions independently in the accomplishment of assignments. Independent judgment and knowledge are utilized to determine what actions/methods are appropriate. Assignments usually require departing from past approaches, extending existing methods, or developing new ones to meet objectives. Utilizing the computer system involves researching the capabilities of the system to determine the best method of obtaining desired results. Preparation of reports frequently involves data collection from numerous sources, validation of data and its' organization into logical format, with sound conclusions and/or recommendations.

**FACTOR 5: SCOPE AND EFFECT**

Incumbent's work substantially contributes to the efficient and cost effective operation of Engineering Service and indirectly to the operation of other services and the support of patient care. Studies, conclusions, and actions recommended directly affect the cost containment efforts of Engineering Service. This work also directly assists management in its efforts to comply with directives, rules, and regulations. Failure to properly manage could result in costly loss or damage, which could take months to reconstruct.

**FACTOR 6: PERSONAL CONTACTS**

Personal contacts are with employees and management at all levels within the VA, contractors, and vendors.

**FACTOR 7: PURPOSE OF CONTACTS**

Contacts are for the purpose of exchanging information in equipment maintenance and repair needed to improve or upgrade equipment management to meet changing needs and demands. Other contacts involve the exchange of information and accumulation of data necessary for analyses and report preparation, problem solving, discussion of findings and recommendations. In addition, contacts often involve soliciting the cooperation of individuals and/or resolving problems.

**FACTOR 8: PHYSICAL DEMANDS**

Work is performed in a typical office setting, which is adequately lighted, heated, and ventilated with no unusual risks or discomfort.

**OTHER**

**Equal Employment Opportunity (EEO):** Knowledgeable of and supports the CTVHCS EEO/Affirmative Action programs by executing duties and responsibilities in a professional manner.

**Office of Workers' Compensation Program (OWCP):** Responsible for the knowledge of and adhering to policies and procedures set forth in CTVHCS memoranda (i.e., reporting instructions, responsibilities, etc.) and in Article 24 of the VA-AFGE Master Agreement as they relate to work-related injuries and illnesses. Responsible for reporting any work-related injuries, illnesses, and diseases to supervisor immediately. Ensures that working conditions and work practices within the work site are such that possibilities of on-the-job injuries are minimized.

**ADP Security:** In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive data which have been protected under the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, and DVA policy. The incumbent is responsible for: (1) protecting that data from unauthorized release or from loss, alteration, or unauthorized deletion or destruction, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc, as set out in computer access agreement, which the employee signs.

**Patient Safety:** The incumbent will be responsible for promoting a culture of safety and will fully cooperate in efforts to improve patient safety and eradicate potential events including the reporting of events resulting in actual or potential injury to a patient. Incumbent must demonstrate knowledge of the reporting procedures involving safety issues relating to patients.