

DCAM-16-NC-0143
Temporary Staffing Services
REVISED Attachment J1

Aggregate Group A and B
Facilities Division

AGGREGATE GROUP

Facilities Division

Management Analyst I

The primary purpose of this position is to analyze current and proposed management programs geared to evaluate, implement and advise regarding management objectives and practices. The ideal candidate will demonstrate the ability to perform research related to professional standards, trends and best practices of profession. The candidate must have the ability to effectively communicate impact of decisions and make recommendations to management in order to achieve agency goals and objectives.

Duties and Responsibilities:

The work involves many different and unrelated work processes and methods including researching rules and regulations affecting the program, analyzing data gathered, and preparing reports and recommendation. The work involves studies of administrative and managerial processing and procedures to assess productivity, effectiveness and efficiency of program operations. Analyze options and effectively communicate with management in order to achieve agency goals and objectives. The candidate will be required to exercise independent judgment in order to achieve agency goals when situation requires.

- Analyzes program operations using generally accepted business practices and methods standard to the involved fields.
- Conducts assessments, analyzes finding, and makes recommendations in reports and presentations based on best practices and organizational goals and objectives.
- Studies proposed legislation and/or regulations for impact on programs. Researches current or new management practices for impact on programs or operations.
- Maintains knowledge of important legislative, budgetary, Federal, State, and/or local developments with have the potential of influencing agency policy, programs, missions and activities.
- Advises supervisors on probable future needs of the agency, based on trends, operations and policies.
- Promotes coordination among the various programs within the agency. Standardizes and/or improves operations and assist in achieving agency goals.
- Performs other related duties as assigned.

Qualifications

- Knowledge of governing rules, regulations, policies and procedures. Knowledge of the specific organization's programs, mission and goals. Knowledge of pertinent laws, regulations and policies related to program/operations profession in order to analyze program impact.
- Knowledge of qualitative and quantitative techniques for measuring effectiveness, efficiency, and productivity of assigned programs.
- Skill in applying generally accepted analytical and evaluative methods of involved field. Skill in applying procedures and approaches. Ability to identify innovative methods to resolve significant issues and achieve agency goals and objectives.

Education:

- A bachelor's degree in Business, Public Administration, Management, Finance or a related field and three (3) years of experience performing management analysis or an equivalent combination of at least seven (7) years of relevant training, education and experience.

Management Analyst II

The purpose of this position is to provide support in the daily implementation of business processes reengineering within DGS. Evaluations take into consideration factors such as cost-effectiveness, attainment of program/project goals and objectives, and compliance with pertinent legal and regulatory guidelines. The work contributes to the improved productive, effectiveness and efficiency of DGS internal management/administrative operations.

Duties and Responsibilities:

The work involves analyzing work activities to determine the feasibility of developing automated systems to improve operational efficiency. Analytical assignments involved efforts to develop and implement broad programs/projects based upon new or revised regulations. The work typically requires efforts to develop new program/project objectives and regulator initiatives to facilitate achievement of goals and objectives. The work requires continuing efforts to establish guidelines to ensure the smooth operation of the office. Assignments without precedent, which, consist of long duration and of such scope that they frequently require directing and leading a team effort. Such work requires consideration of the immediate as well as long range effects of proposed actions on public or other government programs/projects.

- Performs a wide range of activities, which include developing and maintaining strategic plans; defining current and future business environments; and establishing metrics to measure and evaluate systems performance.
- Performs root cause analyses of business processes to identify needs for change.
- Completes studies of considerable scope, complexity and significance pertinent to the department.
- Conducts fact-finding and analysis of existing programs and their performance to identify current problems, and makes recommendations to remedy these problems to the supervisor.
- Researches and investigates new or improved business and management practices for application to departmental programs and operations.
- Investigates the causes of project roadblocks and other scheduling problems, and takes corrective actions.
- Discusses problems with technical and functional personnel, system engineers and vendors.

- Performs needs analyses to define opportunities for new or improved business process solutions.
- Consults with customers to identify and specify requirements.
- Conducts feasibility studies and trade-off analyses; prepares business cases; and defines systems scope and objectives.
- Develops cost estimates, evaluates, and recommends sources for systems components.
- Develops overall functional and technical requirements and specifications.
- Initiates assessment, planning and implementation of process changes in the department and those requiring joint action with other agencies in the District.
- Supports process initiatives by making business case, which requires performing rigorous, financial, technological, or communications analyses and valuation (on a quantitative or qualitative basis) of the effectiveness of the program operations in meeting established goals and objectives.
- Participates in process improvement activities initiated to increase customer satisfaction results.
- Presents findings and recommendations to appropriate audiences.
- Evaluates and reports changes in agency outcomes resulting from service improvement initiatives.
- Confers with key employees of the District/Federal governments, community organizations and private sector entities to gather information on processes being utilized for program/project monitoring and disseminating information on initiatives.
- Participates in staff and operational meeting to keep abreast of plans, projects, decisions, and problems.
- Advises on current activities or information that may affect/influence functions.
- Performs other related duties as assigned.

Qualifications

- Expert knowledge of system analysis concepts and techniques, structured analysis principles, the customer's business processes and operations, life cycle management, Cost-benefit analysis, and internet technologies to evaluate the feasibility of proposed new systems development projects, and to design systems and processes that meet the department's business requirements.
- Comprehensive knowledge of project management principles, practices and techniques, and management principles and processes is required to organize, analyze and evaluate specific assignments. Demonstrated skill in the planning, development and conduct of management studies and reports of considerable scope, complexity and significance.
- Comprehensive knowledge and skill in applying analytical and evaluative methods and techniques to project issues or studies.
- Knowledge of and skill in the application of fact finding and investigative techniques in order to complete broad and complex research tasks and to develop presentations regarding study issues associated with a variety of program areas under short deadlines.
- Knowledge and understanding of basic budgetary and financial management principles and techniques as needed to participate in long/short range planning of programs and objectives.
- Ability to communicate orally in writing, and through automated tools to prepare and present reports; to make recommendations and overviews based on final analysis, interpret policies and guidelines to provide advice and guidance to customers, and represent the organization in interactions with other organizations.

Education:

- Graduate from an accredited four-year college or university with a relevant bachelor's degree and at least four (4) years of relevant work experience that demonstrates knowledge of the specialized subject area of the position.

Facilities Events Manager

Duties and Responsibilities:

The Facilities Event Manager will be responsible for the following tasks which include, but are not be limited to, the following:

- Serve as the day-to-day facilities event manager, from the hours of 9AM-6PM Monday-Saturday at Gateway DC and the R.I.S.E. Demonstration Center.
- Coordinate with DGS and its third-party janitorial service to ensure proper clean-up of the facilities.
- Check calendar of events daily for reservation system and provide copies of calendar of upcoming events to Protective Services Division (PSD), DGS' security, and DGS staff on at least a weekly basis.
- Set up and break-down of the facilities for use in accordance with calendar and arrange furniture/equipment for end users of the space.
- Ensure proper use of the space in accordance with the established rules and regulations.
- Serve as the day-to-day liaison with visitors seeking to use Gateway DC and the Demonstration Center, which includes providing, tours of the facilities and confirming facilities capabilities.
- Ensure that end users follow-rules in the User Manual for use of the space and users follow-protocols on facilities requirements (such as cleaning and trash removal, electric loads, etc.).
- Direct interested users to proper website or point of contact to reserve space.
- Develop and maintain a relationship with all contactors and vendors identified by DGS to ensure efficient facility operations. This includes coordinating contract and vendor delivery and work schedules, access request and parking plans.

Qualifications:

- Minimum of one year experience in Event Management
- Strong contract negotiation skills
- Strong knowledge of the MS-Office Suite
- Excellent project management skills
- Outstanding verbal and written communication
- Proven ability to self-direct and be resourceful
- Experience with budget management and financial tracking
- Ability to handle multiple tasks in a timely, efficient manner
- Ability to adapt to constant change and work under stress
- Solution oriented
- Excellent attention to details

Education:

- High School Diploma.

Program Support Assistant

Duties and Responsibilities:

- Receives telephone calls and greets visitors to the office.
- Ascertains nature of call or business of visitors and determines appropriate action.
- Responds to a variety of inquiries not requiring technical knowledge and refers other inquiries to appropriate office staff or to other organizations, as required.
- Personally handles many requests for information and resolves or assists in resolving a variety of conflicts that may arise.
- Receives and screens incoming correspondence and determines appropriate action.
- Refers correspondence requiring supervisor's attention to supervisor, or other appropriate staff person.
- Maintains control records on incoming correspondence and action documents and follows up on work in process to ensure timely reply or action.
- Performs administrative, program, and technical work to support the assigned program and its operations.
- Applies substantive clerical and technical administrative procedures, methods, and techniques to support managers, supervisors, and technical specialists.
- Prepares, receives, reviews, and verifies office documents.
- Maintains office records, locates and compiles data/information from files for the development of reports.
- Keeps a project calendar and informs staff of deadlines, other important dates, and similar administrative support work.
- Receives requests for information from other offices within the agency concerning program(s) under the supervisor's control.

- Responds to routine and recurring correspondence pertaining to administrative matters (e.g., letters, memoranda, reports, etc.).
- Reviews correspondence and documents that were prepared for signature of the supervisor or higher-level managers for correct format, grammar, punctuation, and any other special policy requirements.
- Assists in gathering data and information from the files, reports, etc. as needed to provide timely, accurate, and current information to the supervisor and others concerning required
- Provides general administrative information to employees to keep them informed of current program issues.
- Performs other duties as assigned.

Qualifications:

- Knowledge and understanding of administrative support operations methods and techniques; and of the programs, goals, priorities, policies, and administrative procedures of the organizational entity to which assigned, sufficient to apply this knowledge in completing assignments and/or administrative program support operations.
- Ability to communicate effectively, orally and in writing in order to advise and assist employees in completing any required reports or documents and/or issuing any general clerical/administrative procedures for the agency.
- Knowledge and skill in gathering and analyzing information facts, draw conclusions, and recommend a course of action.
- Knowledge of English grammar, spelling and punctuation, and the required correspondence formats to ensure accuracy and adherence to established requirements before being distributed by the supervisor/higher-level manager.
- Ability to utilize a personal computer for typing, storing, manipulating and/ or retrieving information. A qualified typist is not required.

Education:

- High School Diploma

Program Analyst

Duties and Responsibilities:

- Provides critical analyses and evaluations of actual or potential effectiveness of current and/or projected program activities.
- Provides technical assistance in the design, development and implementation of improved program designs/operations.
- Reviews and analyzes planning and operations activities of major program areas administered by the Department.
- Conducts management surveys, audits, projects, etc., and provides advisory services to operations or management officials.
- Identifies actual or potential problem areas, trends, and areas of significant concerns.
- Develops, recommends and implements policies for corrective actions, necessary to remedy deficiencies in program areas.
- Plans, develops and implements a system for obtaining and providing data required by the Department, offices and its units for long-range planning and projections for evaluation of day-to-day operations.
- Develops life cycle cost analyses of projects or performs cost benefit or economic evaluations of current or projected programs.
- Forecasts and estimates program requirements and prepare programmatic reports, justifications, charts, graphs, statistical and narrative data, etc.
- Participates in the conceptualization, design, refinement, and implementation of program planning, development, review, and evaluation systems.
- Defines new program needs, considering such factors as the impact on social, economic and other conditions.
- Provides the department with new and/or revised policies and procedures.
- Makes Federal and State compliance recommendations for department programs and operations.

- Participates in the development of the comprehensive agency plan, and in coordination of office operational planning and grant applications.
- Provides technical assistance and reviews for office level program plans.
- Prepares program development projects including proposal writing.
- Provides advices, guidance and technical assistance to programs in development of review indicators.
- Performs other related duties as assigned.

Qualifications:

- Expert knowledge of the substantive nature of DGS programs and activities, agency missions, policies, goals, and objectives; management principles and processes; governing laws, technical requirements, and pertinent guidelines necessary for the implementation and monitoring of agency programs.
- Comprehensive knowledge of management and organizational principles.
- Provides knowledge of planning, programing and budgeting regulations, guidelines and process to prepare long-range and short-range planning guidance in accordance with broad agency policies and objectives.
- Expert knowledge of analytical and evaluative methods and techniques for assessing program development or execution, and improving organizational responsibilities.
- Effectiveness and efficiency; and demonstrated knowledge of and skill in the application of statistical methods/techniques *to* select and
- apply appropriate program evaluation and measurement techniques in measuring and evaluating program accomplishments.
- Ability to apply complex fact-finding analytical and problem solving methods and techniques to identify interrelated program problems.
- Draw conclusions and recommend appropriate actions or solutions to improve program efficiency and effectiveness.
- Ability to effectively communicate orally and in writing to prepare and present solution reports based on analysis and evaluation.

- Prepare and present reports, proposals, charts, graphs, etc.
- Demonstrated skill in the use PC and software packages (e.g., Microsoft Word, Excel, Access and Powerpoint, etc.)

Education:

- High School Diploma

Data Analyst

Duties and Responsibilities:

Assist with Data Analytics for a water treatment project and lead water testing

Qualification:

- Ability to effectively communicate – written & orally reports.
- Knowledge of water testing and assessment.
- Ability to analyze data and format for presentations.
- Can interpret vague dictation and format it into useful communications.
- Able to take little direction and multi-task in a fast pace environment
- Able to request additional information as needed
- Proficient in Microsoft Excel and Word
- Proficient in Salesforce a plus
- Excellent analytical skills for public communication and reporting a plus
- Other duties as assigned

Education:

- Bachelor's Degree

Systems Integrator Mid-Level

Duties and Responsibilities:

- Design and develop Salesforce applications for DC DGS facilities management division.
- Manage the software test process, which includes but not limited to devise test plans, create test cases, establish protocols and appropriate test environments and deploy final software in to production environments.
- Train DGS Facilities division on designed Salesforce applications. Design training material
- Administer and support Salesforce database including but not limited to managing multiple users, profiles and roles.
- Work with the management team, strategic planning & analysis staff, and end-users to create and manage complex workflow rules, data validation, and triggers.
- Create custom dashboards and report types to fulfill analytical needs.
- Support the management team with any data analytical needs.

Qualifications:

- Software integration and management specifically Salesforce
- Education – Bachelor's Degree

Maintenance Worker I

Duties and Responsibilities:

- Ability to follow written or oral instructions.
- Clean and sweep flexible surface areas adjacent to building and performs daily ground maintenance.
- Cultivate soil; fill in holes under swings and play equipment to prevent formation of puddles of water and erosion damage.
- Help remove snow from in front of buildings and along sidewalks.
- Help repair all playground equipment found on recreational facilities which include swings, slides, whirls rockets, metal plaster or timber construction.
- Maintain floors in building when assigned.
- Make minor carpentry repairs such as tamping loose and protruding nails, tighten loose screws, repair coat hooks, tighten bolts on benches, ping pong and pool tables, repairs sagging floor boards, replaces missing ceiling and floor tiles.
- Makes minor repair or alteration to building components and equipment that are electrical in nature such as replacement of light bulbs, face plates, fuses and sockets.
- May be assigned to a mobile crew or assigned to work along on a facility, playground, court, swimming pool or bait field as the season or need dictates. Many work situations may arise where worker will work alone, in pairs, or as pan of a larger work crew.
- Monitors proper operation of heating and cooling system, makes minor adjustments of controls.
- Move furniture and equipment to set up areas for special events.
- Mow grassed areas trim and weeds shrubbery and cut grass up to twenty-five feet away from building.
- Perform brush/roller painting using ready prepared paints and preservatives as needed.
- Perform minor plumbing repairs such as clearing stopped up sinks, toilet bowls and drains.

- Perform pre-season field activity duties and repairs.
- Performs other related duties as assigned.
- Remove and deposit trash and litter from buildings and grounds to designated pickup points.
- Reports all deficiencies to worker leader or foreman.
- Unload supply vehicle and store supplies and equipment in proper place.

Qualifications:

- Background and experience in general maintenance work from working with one or more skill trade occupations.
- Experience in the use of tools and equipment, such as tapes, rulers, hacksaws, drain augers, pipe threads and cutters, pipe wrenches pliers screwdrivers and knives.
- Knowledge of three phases of maintenance work, i.e., preventative maintenance, fields/landscape, as well 15 custodial services buildings and grounds sanitation and janitorial service needs.
- Working knowledge of job safety requirements and the necessity for proper and safe operation of power tools, heavy duty equipment with specialty tools of the various trades.

Education:

- High school diploma or GED plus ability to perform a variety of simpler and more routine tasks involved in the upkeep of buildings, grounds, and related structures, fixtures and utilities without more than normal supervision.

Maintenance Worker II

Duties and Responsibilities:

A higher-grade worker or supervisor assigns work orally or through work orders. The employee selects tools, decides on the methods and techniques to use, and carries out assignments which are spot checked during their progress and upon completion for compliance with instructions and adequacy of repair work according to technical requirements.

The candidate frequently lifts and carries all types of working materials and equipment of the trade depending on the assignment. The work requires the employee to stand, stoop, bend, kneel, climb, and works in tiring and uncomfortable positions. May handle materials and equipment that weigh up to 80 pounds.

This position description depicts generalized duties and responsibilities required of a position with the primary responsibility for performing a variety of trade practices involved in the maintenance and repair of grounds exterior structures- buildings and related fixtures and utilities.

The incumbent will perform visual examination and operational tests to determine the need for repair work on approximately 20 District buildings in the following areas:

- Capacity - Measures, cuts and constructs or repairs wood or wood substitute items such as scaffolds, panels, bins, pallets, concrete, dry walls sheathing and roof decking where required fit and accuracy provide a serviceable product and where appearance is not essential.
- Plumbing - Makes repairs that can be accomplished by removing, cleaning, replacing packing and sealing defective parts of utility, supply, and disposal systems such as dirty traps, sections of broken pipe, and leaky drains.
- Painting - Prepares surfaces to be coated; thins, stirs and mixes coating materials; applies various coating material (i.e., paints, varnishes, and shellacs) with brushes, rollers, spray guns, and other related methods and techniques, and sees that the coating finish meets surface protection requirements.
- Roofing - Removes old roofing in preparation for repair, assists in repairing and installing roofs and operates asphalt kettles. May be required to perform glazing to glass areas and use putty and filler materials to fill area prior to painting.
- Asphalt - Works on the construction, maintenance and repair of roads, parking areas, walkways, drainage ditches and curbs.
- Performs other related duties as assigned.

Qualifications:

- Carpentry Worker
 - Ability to add, subtract, multiply, divide, and work with simple fractions to plan and measure material according to requirements and dimensions outlined in the instructions.
 - Skills in the use of tapes, rulers, squares and shop tools such as hammers, handsaws, plans, screwdrivers, power saws, and power planners.
- Plumbing Worker
 - Knowledge of standard plumbing methods and techniques.
 - Skill in removing, cleaning, reinstalling or replacing joint fixtures (Le. traps, faucets and unions).
 - Skill in hooking up equipment to install systems and replace sections of pipe and tile by following previously-used routes, hangers, and levels.
 - Skill In the use of tools and equipment such as tapes, ruler, hacksaws, hand and power pipe threaders and cutters, packing and caulking irons, and pipe wrenches.
- Painting Worker
 - Knowledge of standard surface preparation and coating methods and techniques.
 - Ability to read and follow directions that explain, for example, how to apply and use prepared solvents and thin and stir coating materials.
 - Skill in the use of tools and equipment such as scrapers, wire brushes, putty knives, sandpaper, paintbrushes, rollers, and spray guns.
- Roofer
 - Ability to lay material in straight lines to ensure proper overlap and coverage.
 - Ability to operate the asphalt kettle, heating solidified asphalt to proper working temperature.
 - Ability to use equipment such as roofing mop and rake to spread asphalt and topping material, and rig a hoist for raising asphalt and roofing materials to roof level.
 - Knowledge of methods and procedures involved in the installation of new roofs and the repair of leaky roofs.
 - Skill in the removal of defective roofing to preclude damage to sub surfaces and to ensure that area is properly prepared for new roofing.
- Asphalt Worker
 - Knowledge of the basic techniques and procedures of working with asphalt
 - Ability to remove worn or damaged asphalt, square out holes, prepare sub surfaces by filling, packing, and leveling; and fill holes with cold mix.
 - Ability to clean out and refill expansion joints in either asphalt or concrete paving, using crack sealer and prescribed compounds.

- Ability to use a variety of hand tools such as rake, shovel, air hammer, chisel, pickax, and tamper.
- Ability to operate an asphalt-heating kettle by adjusting heat to maintain asphalt in fluid condition.

Education:

- High school diploma.
- An apprentice Plumbers License is required for plumbing assignments.