WORKFORCESOLUTIONS
GREATER DALLAS

Job Description

Job Title	Facilities and Operations Specialist (Property Manager II)	**Reports To**	Facilities Supervisor
Department/Group	Technology and Facilities	**Review Date**	
Job Code		**Prepared By**	Manager and HR Dept
FLSA	Exempt	**Approved By**	HR Dept
Shift	Monday – Friday, full-time	**Effective Date**	11/2026
Number Supervised	0	**Salary Level/Range**	$51,158 - $81,351

SUMMARY:

The Facilities and Operations Specialist is responsible for providing hands-on maintenance, building support, and workstation deployment across all nine corporate and center locations. This dual-focused role ensures that all facilities are safe, operational, and well-maintained while managing the physical assembly and technical setup of employee workstations (including desks, laptops, monitors, and peripherals). The position requires regular travel throughout the week to support building needs, triage minor HVAC and electrical issues, manage facilities tickets, coordinate with specialized subcontractors, and deploy new hardware. The specialist operates under general supervision with moderate latitude for the use of initiative and independent judgment to keep facilities running smoothly and employees fully equipped.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The essential functions of a position should not be interpreted as all-inclusive. The employee may be required to perform or assume additional job-related responsibilities other than those stated in this job description. Typical duties include:

- Multi-Site Facilities Support & Travel: Travel regularly among nine designated locations throughout the week to conduct safety walk-throughs, identify facility needs, and perform hands-on maintenance.
- Building Systems Troubleshooting: Act as the first point of contact for building infrastructure issues; perform minor troubleshooting, repairs, or adjustments to HVAC, electrical, plumbing, and security systems.
- Workstation & IT Hardware Setups: Coordinate and execute physical setups for new hires or office relocations, including assembling desks, mounting monitors, managing cable setups, and connecting laptops, docking stations, and peripherals when new hardware is distributed.
- Ticket Management: Monitor and resolve facilities and physical IT setup requests submitted through the support desk portal daily, ensuring timely completion and high internal customer satisfaction.
- Subcontractor Coordination: Oversee on-site projects and acts as the direct liaison for specialized subcontractors (HVAC technicians, electricians, locksmiths, janitorial services, pest control, and moves) to ensure work is completed safely, on time, and within regulations.
- Asset & Inventory Control: Maintain highly accurate agency asset records (funding sources, make/model, serial numbers, and physical location) for both facility equipment and IT hardware. Ensure proper disposal or transfer of decommissioned assets.
- Procurement & Compliance: Assist in the procurement of office supplies, facility equipment, and tools. Ensure all locations meet government, environmental, health, and security standards.
- Project Support: Assist in planning and executing larger building projects, office renovations, or physical relocations.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities. This position reports to the Facilities Supervisor. Work is performed under general supervision, with moderate latitude for the use of initiative and independent judgment.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Associate degree or technical certification in facilities management, building trades (HVAC, electrical, carpentry), information technology, or a related field is preferred. A combination of equivalent hands-on experience and education will be considered.

- Minimum of three (3) years of experience in multi-site facilities maintenance or property management.
- Demonstrated experience troubleshooting minor HVAC, electrical, and plumbing systems.
- Experience with physical assembly and deployment of desktop hardware (monitors, mounting arms, docking stations, and cable management).

KNOWLEDGE, SKILLS, AND ABILITIES:

- Solid understanding of basic building maintenance, hand/power tools, and safety protocols.
- Familiarity with personal computer hardware, peripherals, and basic desktop operating setups.
- Excellent time-management and organizational skills to prioritize tickets across nine different physical sites.
- Strong communication and interpersonal skills to work effectively with staff, supervisors, and external contractors.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Teams).

COMPETENCIES:

- Accountability
- Problem Solving
- Initiative
- Customer Service Focus
- Technical Aptitude
- Teamwork & Collaboration

PHYSICAL DEMANDS:

- Must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally assist in moving heavier furniture or equipment.
- Frequently required to stand, walk, bend, stoop, kneel, crouch, crawl, or climb ladders to inspect building systems and assemble desks/hardware under workspaces.
- Hand-eye coordination and manual dexterity to handle tools, assemble office furniture, and connect delicate computer cabling.

TRAVEL REQUIREMENTS:

- Frequent travel is required (65% or more of work time) to support the nine organizational locations.
- Must possess a valid driver’s license, a reliable personal vehicle, and appropriate auto insurance.

WORK ENVIRONMENT:

- The work environment varies daily between active office spaces, facility maintenance areas, and travel between sites.
- Workforce Solutions Greater Dallas is an EEO/AA/Drug-Free Workplace Employer and complies fully with the Americans with Disabilities Act (ADA).
- This position is grant-funded.

JOB DESCRIPTION ACKNOWLEDGEMENT

I have read this job description and fully understand all my job duties and responsibilities, and I am able to perform the essential functions as outlined in this job description. I understand that future performance evaluations and merit increases are based on my ability to perform the duties and responsibilities outlined within this job description to the satisfaction of my immediate supervisor, and I have discussed any questions I may have about these duties and responsibilities prior to signing this form.

_____ _____

Employee Printed Name Date

_____

Employee Signature

Workforce Solutions Greater Dallas is an EEO/AA/Drug-Free Workplace Employer and complies fully with the Americans with Disabilities Act (ADA). Auxiliary aids and services are available upon request to individuals with disabilities. This position is grant-funded.