

TOLEDO MUNICIPAL COURT-Judges Division  
CLASS SPECIFICATION  
**Building Operations Chief**

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Department: Court Administration  
Reports To: Court Administrator  
Job Code: 8039  
Date Established: November 7, 2018  
Ordinance No: O-470-18  
Salary Level: 13  
Salary Amendments: None  
Classification Last Revised and Approved: November 15, 2018

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**DEFINITION:** The Building Operations Officer Works under the general supervision of the Court Administrator. Plans and directs the operations of the internal court security staff. Responsible for implementing and managing all initiatives related to maintaining court staff security in the field as well as safety training for all Judges' Division staff. Coordinates court building maintenance, repair and improvements on behalf of the Court with City of Toledo Facilities Operations and vendor representatives.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

➤ **Plans and directs the operations of the internal court security staff to optimize safety and efficiency.** Including, but not limited to, providing work direction, supervision and guidance to the court's internal security staff; coordinating with the Court Liaison for the Lucas County Sheriff's Office and the Sergeant of Court Security for continuity of safety and service; leading a team process to facilitate the implementation of goals, objectives, policies and procedures related to the internal court security staff; building consensus among subordinates and stakeholders for policy change and implementation; facilitating problem-solving related to court safety and security; informing internal court security staff of policy/legal changes; interpreting, explaining and ensuring compliance with court security policies and procedures; creating internal court security staff work schedules; developing a system to track required internal security staff certifications, qualifications and licenses; approving and submitting payroll for internal court security staff.

➤ **Spearheads the implementation of best practices in safety and security at all levels of the organization.** Including, but not limited to, creating, implementing and monitoring safety and security policies, procedures and practices; developing and instituting a training system for peace-officer certified court staff that will coordinate, schedule and facilitate training in accordance with local and state standards; coordinating and implementing appropriate training to establish and maintain appropriate security for general individual and organizational safety and security; planning the acquisition of security equipment, including the assessments of potential vendors; reviews and maintains all security and critical incident reports; managing the

implementation of technology to maintain Court security; managing the operations and maintenance of the court's video monitoring and access security system; fostering an organizational culture and commitment to staff security and safety, both within and outside of the Court building;

➤ **Coordinates court building maintenance, repair and improvements on behalf of the Court with City of Toledo Facilities Operations Division and vendor representatives.** Including, but not limited to driving identified organizational priorities for building maintenance, repair and improvement; serving as liaison with Toledo Facilities Operations to identify Court needs and desires related to planned building projects; assisting with coordinating the preparation of RFPs related to Court operations; coordinating the scheduling and execution of building maintenance, repair and improvements to minimize Court operation disruption; liaison with vendors to develop quotes for work related to Court building maintenance and enhancement; coordinating the necessary internal and external communication and planning related to court building maintenance, repair and improvements; overseeing contract performance for court building housekeeping;

➤ **Other duties as assigned. The Toledo Municipal Court Judges retain the right to add, delete, or modify the duties of this position at any time.**

#### **KNOWLEDGE, SKILLS AND ABILITIES NEEDED AT JOB ENTRY:**

##### ***Knowledge of:***

- Knowledge of the procedures, laws and Court rules governing the operation of Court security.
- Knowledge of principles and best practices of court security.
- Knowledge of requirements related to peace officer certification.
- Knowledge of security and building operations-related terminology.
- Knowledge of Court-issued safety equipment, policies and procedures concerning field safety.
- Knowledge of Court emergency preparedness standards.
- Knowledge of critical incident response protocols.
- Knowledge of correct and effective written and oral communication techniques.
- Knowledge of techniques to minimize and de-escalate tensions and confrontations.
- Knowledge of management practices and procedures.
- Knowledge of due process, fairness, equity and consistency.
- Knowledge of what a vendor RFP (Request for Proposal) should contain and how to evaluate vendor proposals.
- Knowledge of our multicultural society, differing cultures, and the public's perception of the Courts.
- Knowledge of NORIS applications/LEADS as well as MS Windows/Word/Excel/Outlook applications.
- Knowledge of services and activities of construction management and facilities maintenance
- Knowledge of record keeping systems and maintaining updated/current records.

- Knowledge of basic math

***Skill In:***

- Skill in verbal communication, including speaking clearly and listening carefully.
- Skill in written communication, including policies and procedures
- Skill in dealing with the public and establishing and maintaining effective working relationships
- Skill in creating an environment of helpfulness, inclusiveness, courtesy and civility
- Skill in organizing and evaluating bids, work proposals and job specifications
- Skill in getting along with a diverse group of people, confronting appropriately, treating others with respect, motivating others
- Skill and ability to analyze dangerous field situations rapidly and accurately in order to take safe and effective counter response measures
- Skill in leadership
- Skill in organizing and maintaining records as well as compiling and analyzing information
- Skill in supervising and evaluating others, including providing verbal and written feedback
- Skill in organizing work activities

***Ability to:***

- Ability to comprehend and implement department and court policies and procedures
- Ability to communicate orally with staff, tradespeople, vendors and the general public in face-to-face, one-on-one settings and using a telephone
- Ability to establish and maintain cooperative working relationships and to effectively communicate with the public, staff and stakeholders
- Ability to interact in a courteous and professional manner with diverse populations, including but not limited to judges, co-workers, and other departments/agencies, and customers (including attorneys, defendants, plaintiffs, and their families as well as contractors and tradespeople)
- Ability to absorb and understand technical principles and practices of structural, mechanical and engineering designs and specifications
- Ability to coordinate and prepare bid specifications, clear and concise work plans, and related documents
- Ability to read and understand drawings, plans and specifications for building and grounds projects
- Ability to stay abreast of best practices in court safety and security
- Ability to quickly assess situations and respond appropriately
- Ability to maintain self-control under stressful conditions (a professional demeanor), including the ability to effectively communicate with upset, angry or frustrated individuals.
- Ability to maintain an even temper across situations
- Ability to document work activities, work independently with minimal direction, prioritize work tasks and complete them in a logical order, manage time and meet deadlines under time pressures and stress
- Ability to supervise, develop and motivate subordinates
- Ability to give direction, manage change and delegate
- Ability to plan and schedule appropriate internal security staffing levels

- Ability to motivate subordinates to improve or sustain performance and to act with ethical standards in all that they do
- Ability to understand adult learning theories as it relates to the implementation of quality safety and security training
- Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution
- Ability to work independently with minimal direct and to use independent judgment to determine the best course of action based on experience and past practices
- Ability to work on multiple projects simultaneously
- Ability to appropriately operate and use Court-issued safety equipment
- Ability to maintain Court-issued safety equipment in good working order
- Ability to operate a computer, including keyboarding skills
- Ability to handle sensitive information
- Ability to maintain peace officer certification
- Ability to run, read and interpret LEADS, NCIC and other forms of computerized criminal history reports
- Ability to write neatly and legibly
- Ability to read and comprehend written material
- Ability to speak clearly and listen carefully
- Ability to create, maintain, and use filing system, analyze information, and prepare and maintain business records
- Ability to operate office equipment
- Ability to collect and summarize statistics and prepare and maintain reports
- Ability to follow directions
- Ability to read, write, speak and understand English fluently
- Ability to use technical and professional language related to law enforcement, security, facility maintenance and enhancements
- Ability to respond 24/7, as needed

***Personal Characteristics of:***

Professional, trustworthy, diplomatic, strong work ethic; dependable.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor's degree in business administration, criminal justice, law enforcement, security or a closely related field, and/or 7 years full-time experience performing supervisory responsibilities or highly responsible work relating to tasks assigned to this position, or any combination of education and experience provided the required skill and knowledge for successful performance would be qualifying.

**Availability:** Must be able and available to work 7 a.m. to 3 p.m. during normal business days. Job duties may necessitate working irregular hours. Must be able/willing to be available and respond 24/7, as needed.

Experience: Minimum of five years' experience in supervising security staff and/or operations required. Experience in managing security within a court setting preferred, but not required. Prior experience with building trades preferred but not required. Must be peace officer certified. Demonstrated leadership and initiative, as well as proven track record in establishing and maintaining collaborative relationships with external stakeholders and partners.

#### **ENVIRONMENTAL FACTORS AND PHYSICAL DEMANDS:**

The physical demands and work environment described are representative of those associated with performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- An employee is frequently required to sit and walk up to 70% of workday.
- An employee is regularly required to walk, and stand. May involve manipulating up to 25 pound items; occasionally up to 50 pound items.
- Sufficient visual acuity required to read detailed drawings/plans, observe work and construction.
- An employee is frequently required to communicate orally and in writing.
- An employee is required to report to work on time and meet the Court's attendance standards.
- An employee is regularly required to climb and descend stairs.

#### **SPECIAL REQUIREMENTS:**

Pre-employment screening required including employment references, criminal background check, and possibly pre-employment testing. Convictions, including but not limited to, offenses involving fraud or theft, or crimes involving violence or weapons, are incompatible with the position of Building Operations Chief. Must be LEADS certifiable. Must complete all training required to maintain peace officer certification. The incumbent is expected to adhere to all Court policies, guidelines, practices and procedures, act as a role model both inside and outside the Court; perform job duties as workload necessitates in a timely, accurate and thorough manner.