

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 3010100

Facility Operations Assistant 1, Grade 6	3010100
Facility Operations Assistant 2, Grade 9	3010200

Brief Description of Class Series

Facility Operations Assistants perform a variety of routine unskilled and semiskilled manual tasks related to the operation and maintenance of State-owned buildings and facilities, the surrounding grounds, and the vehicles and equipment used in maintaining these sites.

Distinguishing Characteristics

Facility Operations Assistant 1: entry-level; under the general direction of a Facility Operations Assistant 2 or higher-level trades, grounds, warehouse or building management staff, performs a combination of maintenance, grounds, laborer, parking services, and custodial duties, and operates motor driven vehicles and equipment. All positions are in the labor jurisdictional class.

Facility Operations Assistant 2: working supervisor; under the general direction of higher-level trades, grounds, warehouse or building management staff, supervises multiple Facility Operations Assistants 1, and may supervise Cleaners, Parking Attendants, students, volunteers, and inmates. All positions are in the non-competitive jurisdictional class.

Positions that perform full-time semiskilled trades duties are classified in a variety of semiskilled titles such as Maintenance Assistant and various parenthetics; Service & Repair Assistant (HVAC-R); and Service & Repair Assistant (Motor Equipment).

Related Classes

Cleaners perform a variety of routine manual tasks requiring light, medium, and heavy physical effort in cleaning and caring for an assigned area in public buildings and adjacent grounds and sidewalks.

Maintenance Assistants use hand and shop tools to perform semiskilled maintenance and repair work on structures and equipment. Although positions in this class are found in many State agencies, most positions are assigned to agencies which operate and maintain buildings and other structures and facilities, recreational facilities, roads, and equipment.

Motor Vehicle Operators drive any of a variety of motor vehicles including automobiles, buses, trucks, and ambulances in order to transport people, material, and equipment. Incumbents may post manifests and other records of goods and people transported in order to document their safe delivery.

Office Assistants 1 & 2 (Stores/Mail) spend most of their work time performing activities related to mail receipt, mail distribution, storage, and stores keeping. Within this parenthesis, the second level is typically distinguished by supervisory responsibility for two or more lower-level staff in a mail or storehouse operation, or by being the only stores-clerical employee within a correctional facility stores operation.

Parking Services Attendants are responsible for an assigned parking area or small parking lot or facility. They provide information to the public, ensure that users are authorized to park in specific areas, oversee the security of their assigned area, and may collect parking fees.

Supply Assistants perform routine manual and clerical activities. Incumbents pick up and deliver mail, packages and other supplies and materials; perform manual activities as directed; and may assist in such tasks as sorting of mail and messages, operating standard office and duplicating machines, unpacking boxes and stocking shelves.

Illustrative Tasks

Facility Operations Assistant 1

Provides visitors with information regarding tourist attractions, office locations and the facility's rules and regulations.

Inspects, checks and patrols areas to detect vandalism or non-adherence to safety procedures; reports defects, possible hazards or potentially dangerous conditions in the building and adjacent areas.

Sets up chairs, podiums and related equipment for conferences, seminars and special events, and loads, unloads and assembles furniture and equipment as assigned.

Performs routine and unskilled work such as carrying supplies and equipment, erecting ladders and scaffolding, cleaning, flushing and repairing gutters and

drains, removing materials from construction sites, preparing surfaces and spreading paint, digging ditches, loading and unloading trucks, carrying bricks and mortar, performing rough carpentry and masonry work, and cleaning the work site after repair work is completed.

Operates self-propelled and motorized equipment, such as lawn mowers, pumps, compressors, vehicles, small trucks, light construction equipment, electric pallet jacks, forklifts, and snow removal equipment.

Performs routine and unskilled tasks in the inspection, repair, and maintenance of automotive equipment and other machinery such as mounting and dismounting snowplows, salt spreaders, engines, transmissions and differentials, performing minor engine tune-ups, changing oil, tires, and batteries and cleaning and polishing vehicles; reports deficiencies and problems to higher level staff.

Cleans buildings and facilities, which includes but is not limited to: vacuuming, mopping, and waxing floors; emptying trash receptacles; washing lavatories and fixtures within; dusting and polishing wood and metal fixtures.

Performs a variety of routine building maintenance tasks such as unclogging toilets and sinks and changing light bulbs and tubes.

Collects fees and tickets for parking and special events and prepares reports of revenue and tickets collected and issued.

Directs patrons to designated parking areas and/or specific parking spots or locations; directs persons or vehicles not authorized to use the parking facilities to alternate locations; inspects vehicles for current and correct parking permits; assures that cars are parked in the correct area and not in reserved or handicapped spaces; and keeps records of vehicles for which parking privileges have been suspended or revoked and controls access to parking areas accordingly.

Responds to patron complaints from people denied access by explaining parking requirements and suggesting alternate parking areas.

May lead volunteers, students, and inmates assigned to work crews by making assignments, distributing and accounting for equipment and supplies, demonstrating the proper methods of completing work, and supervising the on-site performance of activities and tasks.

May travel to other offices within the State or facility to pick-up or move equipment, supplies or persons.

Moves heavy supplies, furniture, and equipment.

Loads and unloads heavy equipment, supplies, and furniture by physically lifting items or operating a hand truck, forklift or pallet jack.

- Moves items to and from storerooms and/or warehouses; maintains storage areas; tracks and records package movement within a facility
- Assists truck drivers and motor vehicle operators in picking up and delivering items. May drive delivery vehicles.
- Moves heavy furniture, office equipment, and records.
- Sets up and removes furniture, partitions, and equipment for office moves, conferences, meetings, and special events.
- Delivers forms and supplies to various offices; assists in the receiving and shipping of various office materials.

Performs general grounds maintenance tasks such as clearing sites, raking or tilling soil, mowing lawns, applying fertilizers and pesticides, cutting brush and wood, trimming and removing trees and shrubs, maintaining roads and sidewalks, and removing snow, trash and other obstructions from the building and surrounding areas. Loads trucks with debris, dirt and other materials.

May perform office-related activities such as filing, alphabetizing, photocopying, sorting and delivering mail, inventorying and storing records or supplies on shelves, bins and/or on the floor; documents work performed, and labor and materials used.

When assigned to a State University Farm and Animal Care, performs routine manual labor and general farm work.

Facility Operations Assistant 2

Performs the duties of Facility Operations Assistants 1.

Supervises Facility Operations Assistants 1, or other grounds, custodial, or maintenance crew, providing work assignments based on priorities set by management, ensuring schedules, standards and guidelines are met.

Maintains written records of work performed and labor and materials used; reports orally to the supervisor on the progress of projects under way.

Performs routine replacement and repair of plumbing and steam fitting equipment and installation of new equipment, according to layouts provided by the supervisor, by cutting, fitting, and threading pipe; removing existing pipes and fixtures; repairing, replacing or adjusting filters, pumps, water mixers, thermostats, and other fixtures; locating and unplugging stoppages; checking oil level in storage tanks; repairing leaks in steam and water lines; overhauling vacuum pumps; and insulating steam lines.

Repairs doors, windows, window sashes, storm windows, stairs, railings, furniture, locks, and door hardware.

Operates shop machinery to make and assemble bookcases, shelves, tables, benches, signs and modular furniture; erecting and moving partitions; building forms for concrete work; and under supervision, assists in erecting and renovating buildings and structures.

Repairs and maintains locks by making keys, changing lock combinations, opening locks when keys are not available, installing locks, and cleaning and repairing locks.

Performs masonry repairs and installation activities such as pointing up brick and stonework, patching plaster walls, setting tiles, laying brick and stone, finishing concrete work, replacing firebrick in boilers, and operating equipment including mixers and concrete block machines.

Performs interior and exterior painting not requiring fine finish or decorative treatment; stains and finishes wood and furniture, painting equipment, installs wallpaper, and spray paints surfaces and equipment.

Repairs electrical equipment such as overhead door motors, vacuum cleaners and other appliances; replaces brushes on large electric motors, lays and repairs electrical cables and wires; installs and maintains lighting fixtures, outlets, and switches; and adjusts points and contacts on electrical equipment.

Performs routine semiskilled preventive maintenance on vehicles to ensure safe and efficient operation such as: monitors gauges and checks fluid levels, tire pressure, safety equipment and trailer hitches; replaces burned-out bulbs; pumps gas/fuel; adds water to radiator, oil to engine/crank case, and air to tires as required; and changes tires and oil.

Performs semiskilled routine tasks in the repair, maintenance and servicing of automotive and mechanical equipment such as the adjustment of hydraulic brakes; replacement of wheel bearings; the removal and replacement of such components as starters, fuel pumps, water pumps, gas tanks, carburetors, exhaust system components, shock absorbers, springs and radiators, and minor body work.

Performs minor engine repairs as well as tune-ups including the installation of points, plugs, condensers, and sets dwell and timing according to manufacturers' specifications.

Performs preventive maintenance inspections of vehicles and equipment by following preventive maintenance schedules to ensure safe and trouble-free

performance under the direction of journey-level trades position.

Assists journey-level positions in making mechanical repairs by performing tasks such as disassembling and assembling engines, engine components or mechanical equipment, cleaning parts and inspecting for wear, and performing routine machinist activities such as grinding valves and valve seals according to specifications and specific instructions.

Cuts, welds, and brazes a variety of metal materials and equipment using electric or oxy-acetylene welding equipment not requiring complex planning and layout or the use of special procedures.

Operates machine tools, including lathes, shapers, milling machines, metal cutting saws, planers, and radial drill presses, to manufacture metal items, such as large bushings and special bolts, and performs the less difficult machine operations, such as threading bolts and cutting keyways.

Responds to equipment problems by solving minor ones and directing major ones to a supervisor.

Mixes and applies fertilizers, herbicides, pesticides and insecticides.

Prunes and trims trees and shrubs using such equipment as climbing hooks and belts, ladders, ropes and tackles, chain and hand saws and other related tools.

Performs the full range of supervisory duties such as approving leave; tracking time and attendance; identifying staff development needs; evaluating staff performance; and completing performance evaluations.

May use and operate a variety of hand and power tools and motorized equipment including self-propelled and stationary machinery.

May plan or assist in the planning of landscaping and other grounds projects by preparing rough sketches and schedules, and estimates of labor, materials and equipment.

Minimum Qualifications

Facility Operations Assistant 1

Labor Class: There are no education or experience qualifications for this class. Applicants must be physically able to perform the tasks of the position and be able to understand and carry out written or oral instructions. When required to operate motor vehicles, incumbents must possess a valid New York State driver's license appropriate for the type of vehicle being operated.

Facility Operations Assistant 2

Non-competitive: one year of service as a Facility Operations Assistant 1 or Motor Vehicle Operator; OR, two years of full-time, verifiable experience in custodial, grounds, or maintenance operation or assisting in a journey-level trade. When required to operate motor vehicles, incumbents must possess a valid New York State driver's license appropriate for the type of vehicle being operated.

Attachment

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 2/2026

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Parenthetical Attachment

Facility Operations Assistant 1 (Utilities): performs a variety of routine unskilled and semiskilled manual tasks related to heating and/or air-conditioning plant or in the mechanical equipment rooms of state-owned buildings on an assigned shift. The positions report to Plant Utilities Assistant or Plant Utilities Engineers. Positions are classified in this title when the predominant duties reside within an agency's physical plant. All positions are in the labor jurisdictional class.

Illustrative duties include: cleans heating and utilities areas and cleans and polishes operating equipment; cleans parts and equipment that are being overhauled; paints heating, ventilating and air-conditioning (HVAC) equipment and related areas; performs specific tasks as directed in performing maintenance and repairs on mechanical and electrical equipment, steam, gas and water lines, and other related plumbing, heating or ventilation equipment; lubricates machinery in the boiler, chiller, pump and mechanical equipment rooms according to schedule; participates in in-service training courses and on-the-job instruction in the fundamentals of utility plant operation and engineering; performs specific tasks in operating utility plant equipment including heating, ventilating and air-conditioning equipment to learn operating procedures; and may pick up and deliver parts and assist in maintaining pools.

Minimum Qualifications

Labor Class: There are no education or experience qualifications for this class. Applicants must be physically able to perform the tasks of the position and be able to understand and carry out written or oral instructions. When required to operate motor vehicles, incumbents must possess a valid New York State driver's license appropriate for the type of vehicle being operated.

Facility Operations Assistant 1 and 2 (Grounds): responsible for maintaining the appearance and condition of grounds, athletics fields, walkways, and roads at State facilities. The positions report to higher level grounds positions such as Supervisor of Grounds or Head Grounds Supervisor, or higher-level trades or building supervisor titles. Positions are classified in these titles when the predominant duties reside within an agency's grounds program. All Facility Operations Assistant 1 (Grounds) positions are in the labor jurisdictional class; all Facility Operations Assistant 2 (Grounds) positions are in the non-competitive jurisdictional class.

The positions serve as a member of a work crew performing a variety of grounds maintenance, gardening, and manual labor duties. The positions typically use a variety of hand and power tools including saws and chain saws,

lawnmowers, shovels, various tree pruning equipment, and snow blowers. In addition, the positions may be required to operate riding lawnmowers, and light to heavy duty vehicles or equipment such as dump trucks, tractors, and tree trimming and removal equipment. The activities, tasks, and required equipment and vehicles to operate vary according to the season and individual needs of the State entity.

The number of filled Facility Operations Assistant 1 and 2 (Grounds) reflects the size of the grounds and the number of locations to be maintained; seasonal weather related issues, such as snow removal; reliance on contractors or temporary employees to perform grounds maintenance duties (e.g., pesticide application, tree removal and pruning, and road salting and snow removal); agency priority to meet higher grounds maintenance standards; purchasing and budgeting responsibilities; and more difficult or frequent field maintenance duties to meet professional sports or athletic department requirements.

Facility Operations Assistants 2 (Grounds) are working supervisors of fewer than ten staff, including permanent staff in various titles and temporary per diem or contract workers, or serve as an immediate assistant to a Supervisor Grounds in the administration of a grounds department. The positions perform similar duties as Supervisor Grounds and Head Grounds Supervisor, but the work is distinguished by the role of the position, total staff supervised, and complexity factors described above. The number of classified Facility Operations Assistant 2 (Grounds) depends upon the number of subordinate staff required to meet grounds program requirements, number of shifts requiring grounds supervisors, and presence of higher-level grounds management staff.

Minimum Qualifications

Facility Operations Assistant 1 (Grounds)

Labor Class: There are no education or experience qualifications for this class*. Applicants must be physically able to perform the tasks of the position and be able to understand and carry out written or oral instructions. When required to operate motor vehicles, incumbents must possess a valid New York State driver's license appropriate for the type of vehicle being operated.

Facility Operations Assistant 2 (Grounds)

Non-Competitive: one year of service as a Facility Operations Assistant 1 (Grounds)*; OR, two years of experience and/or training in grounds maintenance work*.

*In addition, as determined by the State agency or campus, some positions may be required to obtain appropriate license or certification to apply pesticides, herbicides, and other treatments, within six months of appointment.

Facility Operations Assistant 2 (Farm): perform a variety of agricultural activities. Incumbents raise crops; care for and raise livestock and other animals; oversee a specific farm operation or project; and may supervise Farmhands, students, and other staff in the performance of agricultural functions.

Minimum Qualifications

Facility Operations Assistant 2 (Farm)

Non-Competitive: one year of service as a Facility Operations Assistant 1; OR two years of experience and/or training in agricultural work.