

## **POSITION DESCRIPTION**

### **Facility System Specialist Supervisor**

Reports to: Assistant Director of Clinical Support Services (ADCSS)

Position Status: Non-exempt

Supervises: Facility System Specialists (FSS)

Effective Date: 2/21/23

Collaborates With: CMO, CAO, Medical Directors, Clinical Directors, Clinical Managers, Biomedical Engineering, Facility System Specialists, Plant Operations, Supply Chain, Information Technology, and Safety and Quality

### **GENERAL SUMMARY**

The Facility System Specialist Supervisor is responsible to the Assistant Director of Clinical Support Services for the oversight of preventive maintenance and repair of the water treatment systems, operational support, and supervision of the FSS team. This position works closely with the ADCSS and Biomedical Engineering.

### **DUTIES AND RESPONSIBILITIES**

1. Responsible for the water treatment systems and program as specified by NKC standards/policies/procedures, the CMS Conditions for Coverage, and equipment O&M manuals at all NKC dialysis facilities.
2. Responsible for oversight of preventive maintenance in water rooms, including the RO, alternating loop pumps, pre-treatment tanks, and Fleck control heads.
3. Responsible for oversight of the membrane exchange and outsourcing for membrane cleaning, including competencies on FSS staff.
4. Coordinates inventory of spare parts, including a printed catalog.
5. Assists with repairs in all NKC facilities where FSS needs assistance, and the job is not outsourced.
6. Evaluates salt dosage at all NKC facilities.
7. Participates in troubleshooting of the Aquaboss water treatment systems' errors and alarms.
8. Assists with data collection troubleshooting.

9. Assists the ADCSS with the establishment and implementation of Water Treatment and FSS policies, procedures, audit programs, and logs.
10. Identifies knowledge and skills required in the department; establishes and executes plans to introduce skills, as needed.
11. Assists with oversight of the FSS work order tracking system.
12. Responsible for maintaining knowledge of current federal, state, and local regulations including, but not limited to, the CMS Conditions for Coverage for ESRD facilities.
13. Assists in the planning, installation, startup, and launching of any new (or upgraded) NKC facilities with specific responsibility for the areas of water treatment and designated equipment.
14. Assists with annual skills competency reviews and documentation of the FSS' for all water systems.
15. Attends and participates in monthly FSS staff meetings.
16. Responsible for implementation of the company-wide on-call program for water treatment that includes all fully trained FSS's.
17. Rotates through the on-call schedule on a regular basis. In addition to taking calls, is responsible for additional FSS or ADCSS duties during times of vacation, illness, and as directed.
18. Assists in training and mentoring new and current FSS staff.
19. Reports all unsafe activities or concerns related to water treatment systems to the ADCSS/Clinical Manager/ Clinical Director, and if necessary, Medical Director.
20. Documents and follows up on any water/concentrate/equipment incidents occurring in FSS Supervisors' presence.
21. Demonstrates professional behavior and appropriate communication with members of NKC staff, patients, physicians, and outside vendors.
22. Participates as a member of the Technical Committee.
23. Other duties as assigned by the ADCSS.

### **CUSTOMER SERVICE STANDARDS**

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.

2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

### **JOB CONDITIONS**

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in a clinical dialysis unit. The FSS Supervisor is exposed to fumes from chemicals such as bleach, peracetic acid, blood and other body fluids, temperature changes, and may work within a confined space.

Independent judgment is required to plan, prioritize, and organize to meet workload demands.

The position requires visual acuity to read dials, gauges, and dialysis machine monitors. This includes color perception (ability to distinguish colors, including reading color strips) as well as visual acuity. Testing for color perception may be required.

The Facility System Specialist Supervisor must be able to pass regular competency tests on water treatment and concentrate systems.

The Facility System Specialist Supervisor must be willing to work around Hepatitis B and HIV positive patients and those isolated for medical reasons, following NKC recommended guidelines. FSS staff is also required to receive or provide documentation of vaccination against Hepatitis B.

Complies with all applicable rules and regulations for ESRD and State Certification.

Must have a valid Washington State driver's license, proof of insurance, and access to a vehicle for travel between units.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read, inspect information on monitors, inspect technical documents, and to inspect and repair equipment.

Physical requirements include the ability to lift/move objects weighing up to one hundred pounds occasionally, and up to fifty pounds frequently.


Demonstrated skills in Microsoft Office Products are required.

## **EDUCATION AND EXPERIENCE**

Requires a high school degree or equivalent, with 5 years' experience as a Facility System Specialist. Associates degree preferred, and/or the ability to successfully complete the FSS curriculum. Must have education or experience and/or the ability to demonstrate knowledge and skills in math, physical sciences, life sciences, chemistry, physics, and electronics.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

## **REVIEW AND APPROVAL**

	<u>2/23/2023</u>
_____ Chief Administrative Officer	_____ Date

	<u>2/23/2023</u>
_____ Vice President of Human Resources/CHRO	_____ Date