



## **MAINTENANCE MANAGER**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of public works staff within the Maintenance division of the Public Works department; supervises, plans, and coordinates the construction, installation, maintenance, and repair of City infrastructure, including buildings, parks, streets, and/or stormwater and drainage systems and facilities; administers, monitors, and provides technical input for assigned public works maintenance, operations, and related projects and programs; provides responsible technical assistance to the Public Works Director; performs a variety of technical tasks relative to the assigned functional areas; and performs related duties, as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Public Works Director. Exercises general direction and supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating the work of public works maintenance staff either directly or through lead workers. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, and program evaluation. Incumbents serve as a resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Public Works Director in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the installation, maintenance, and repair of all City buildings, parks, streets, and/or stormwater and drainage systems and facilities; administers specialized projects and programs in area of assignment.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Monitors operations and activities of the work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, projects, and programs; participates in the annual budget preparation; prepares detailed cost estimates; maintains

- a variety of records and prepares routine reports of work performance.
- Plans and lays out maintenance work projects; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in the bid process for maintenance and repair projects.
- Supervises the use of and operation of tools, equipment, and vehicles; ensures that tools, equipment, and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Inspects work in progress and completed work of assigned employees and contractors for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Inspects the assigned City infrastructure for safety violations; ensures that safety procedures are followed and that safety equipment is worn; makes periodic safety presentations to assigned staff.
- Performs the most complex public works maintenance duties and provides technical assistance to crews.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problem including wastewater pump stations.
- Coordinates assigned services and activities with those of other divisions and outside agencies.
- Provides staff assistance to the Public Works Director; prepares and presents staff reports and other written materials; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of operations and activities.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Oversees safety programs and training for the assigned functional areas and work groups; assists in action planning for safety programs; implements and monitors risk management plans regarding hazardous materials; responds to workers' compensation issues.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues; develops notification letters and other public information documents as appropriate.
- Responds to emergency situations as necessary.
- Performs other related duties as assigned.

## **JOB-RELATED QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles, practices, methods and equipment used in storm water, streets, street lighting, and parks and landscaping maintenance, and related repair activities.
- Principles and practices of occupational hazards and standard safety precautions necessary in the work as outlined in the City's Injury and Illness Prevention Program (IIPP), as required by SB198.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Provide administrative, management, and professional leadership for the assigned programs.
- Provide administrative and professional leadership and direction for the division and the City.
- Use critical thinking to solve problems and accomplish tasks.
- Understand, interpret, and work from specifications, sketches, penciled layouts, blueprints, and prepared plans for minor projects.
- Prepare and maintain a variety of records and reports.
- Accurately estimate time, materials, and equipment needed to perform maintenance and repair work.
- Effectively communicate decisions and division outcomes with subordinates and management team.
- Remain calm in difficult situations.
- Make effective oral presentations.
- Understand and follow oral and written directions.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to an associate degree in public or business administration, construction technology, landscape architecture, or a related field and seven (7) years of progressively responsible work experience in facilities maintenance and management, capital infrastructure construction and maintenance, or other relevant experience with special emphasis on project management including experience working in a supervisory capacity.

Bachelor's degree or equivalent in public administration, business administration, or a closely related field is desired and may substitute for one (1) year of the required experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City sites, including traversing uneven terrain, climbing ladders, stairs, and other access points, to operate a motor vehicle, and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas and to conduct inspections may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees predominately work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.