



Position Description

MAINTENANCE SERVICES MANAGER

(Parks Services, Water Services, Streets and Storm Services, Wastewater Services, Facilities & Garage Services)

DEFINITION

Maintenance Services Managers plan, organize, direct and review the activities of an assigned functional area in the Public Works and Parks and Recreation departments, such as Water Operations, Streets and Storm Operations, Wastewater Operations, Parks Maintenance Operations, and Facilities & Garage Operations. The Manager manages, supervises, and participates in a wide range of maintenance and repair related projects involving public infrastructure, public utility operations and City buildings and related facilities. This is accomplished in compliance with all applicable regulatory operational, procedural, and budget guidelines. These positions are supervisory management positions with significant field and administrative responsibilities for planning and delivering program services, responding to emergency situations, and supervising personnel, with full responsibility for the general activities associated within their assigned functional area(s). These positions are classified as Fair Labor Standards Act (FLSA) Exempt.

SUPERVISION RECEIVED

Maintenance Services Managers work under the general supervision of the Deputy Director of Public Works, or designee. The Parks Services Manager works under the supervision of the Community Services Director, or designee.

SUPERVISION EXERCISED

These positions will directly or indirectly supervise the work of the assigned maintenance staff including Supervisors, Lead Maintenance Workers, Maintenance Workers, Mechanics, Facilities staff, custodial staff, clerical staff, and temporary and/or contract personnel, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative only)

Each functional work assignment requires additional essential duties and responsibilities, education and training requirements, knowledge, skills and abilities, and special requirements.

Develops and implements goals, objectives, policies and priorities for the division and assigned functional work area in conjunction with department management. Provides guidance on employee development, employee performance and progressive discipline situations. Prepares or reviews performance evaluations, recommends and implements progressive discipline; processes and resolves employee grievances.

Provides leadership to develop a service-oriented staff through selection, training, and day-to-day management practices that support the City's objectives and service expectations.

Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations activities.

Participates as an active partner with other Maintenance Services Managers in the implementation of programs such as, but not exclusive to, cross training, GIS mapping, Computerized Maintenance Management System, renewal and replacement, and other asset records and data.

Plans, prioritizes, directs, coordinates, supervises and reviews the work of assigned crews either directly or indirectly through subordinate supervisory staff in various locations engaged in water, street, parks and landscape, stormwater maintenance, wastewater maintenance, facilities maintenance, and vehicle maintenance, including related repairs, installation, and construction

Reviews, approves, prepares requisitions for equipment, material and supplies; prepares equipment and bid specifications.

Supervises, trains, instructs and motivates subordinate employees.

Recommends and enforces safety requirements.

Represents the City in the resolution of citizen inquiries and complaints and suggests corrective actions; studies maintenance functions and recommends improvements;

Respects and is sensitive towards the cultural and ethnic diversity of the community.

Reviews and advises subordinates at various phases of work and gives them specific support as needed; discusses work progress and ascertains the amount of materials, supplies and staffing level needed.

Participates in budget preparation and administration; submits justifications for equipment, materials and supplies; monitors and controls expenditures for the assigned division.

Completes and maintains a variety of records and reports. Maintains time and materials records; prepares work reports and cost records.

Manages Capital Improvement Program (CIP) projects for work progress, process, and quality; resolves work problems; determines additional needs; assures continuous support and follow-up.

Develops notification letters and other public information documents as appropriate.

Schedules, plans and coordinates staffing levels, equipment and supplies to complete designated tasks and within established budget parameters. Reviews and advises subordinates at various phases of work and give them specific support as needed; discusses work progress and ascertains the amount of materials, supplies and staffing level needed.

Keeps informed of current trends and technology in areas of responsibility and applies to assigned functional area of responsibility.

Provides oversight and evaluation of contractor's work and verifies work performed and billing for payment of work performed.

Ensures that the City is in continuing compliance with applicable laws and regulations related to safety, and injury & illness prevention.

Recommends and enforces safety requirements; maintains Material Safety Data Sheets (MSDS) records.

Serves as member of various employee committees or other assigned groups; assures inter-departmental coordination and cooperation.

Represents the City in related professional organizations as appropriate.

Serves as liaison with other agencies, public entities, and other City departments.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles of supervision, training, and performance evaluation; principles and practices of administration, budget and personnel management; hazards and accepted safety precautions in the construction trades and/or garage operations; safe driving principles

and practices; principles of organization, administration, budget, financial, and personnel management; project management; safety practices and procedures including occupational hazards and safety precautions; safe driving principles and practices; research techniques, methods and procedures and report presentation; computer use and techniques. Materials, methods, practices, and equipment used as applicable to each division, which could include water distribution and production, street, wastewater, storm drain, parks and landscape, facilities maintenance and repair activities, and garage maintenance operations; types and level of maintenance and repair activities generally performed in a water, street, drainage, wastewater, parks and landscape maintenance program, facilities maintenance program, vehicle maintenance program; occupational hazards and standard safety precautions necessary in the work as outlined in the City's Injury and Illness Prevention Guide as required by SB198;

Ability to:

Plan, organize, direct, review and supervise the work of maintenance personnel; evaluate maintenance needs and problems; identify materials and resources required to solve problems; read and interpret plans, GIS maps, data bases, technical drawing, and specifications, work from sketches, penciled layouts and blueprints, prepares plans for projects; prepare and maintain a variety of records and reports; supervise, train, develop, motivate and evaluate subordinate employees; communicate clearly and concisely, both orally and in writing; manage subordinates' performance and behavior; build trust and create a positive atmosphere within the department; follow through on assigned tasks and promises made; establish and maintain effective working relationships with subordinates, peers, supervisors and the general public; estimate time, materials, and equipment needed to perform maintenance and repair work; make decisions and communicate the decision process and outcomes with subordinates and management team; establish a monitoring system for work accomplished, plans, goals and objectives; and maintain composure in difficult situations, respond respectfully and courteously to citizen inquiries and complaints.

EDUCATION AND EXPERIENCE

High school diploma or GED-equivalent supplemented by additional technical training and/or certification outlined in the addendums for each functional work area. An AA or AS degree in a related field is preferred.

Five (5) years of increasingly responsible experience in maintenance and repair at a journey or lead level, including at least two (2) years of administrative and supervisory responsibilities.

SPECIAL REQUIREMENTS

Possession of and ability to maintain a valid California Class "C" driver's license at date of hire. Possession of and ability to maintain a valid California Class "B" driver's license is preferred.

Specialized certifications for functional work areas may be required and are listed on addendum for each functional work areas.

TOOLS AND EQUIPMENT USED

Personal computer, including software applications such as word processing, spreadsheet, and database; various hand and power tools, heavy equipment, motor vehicle; phone; radio; fax and copy machine.

Specialized tools and equipment for functional work areas may be required and are listed on addendum for each functional work areas.

PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to maintain the physical conditioning necessary to operate motorized equipment and vehicles; work in a standard office environment, sit, stand, walk, kneel, crouch, squat, stoop, reach, crawl, twist, climb and lift 50 pounds; walk over uneven surfaces; exposure to outdoor elements and confined workspaces, electrical hazards, chemicals, dust and mechanical hazards associated with construction, maintenance and repair activities; manual and physical dexterity to operate phone, computer keyboard, and office equipment.

WORK ENVIRONMENT

A combination of office and field environments; travels to and from various sites. May be required to work in extreme weather conditions. May be required to respond to emergency situations and work non-regularly scheduled work hours such as evening and weekend hours.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference check; job-related tests might be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date: July 28, 2020

Resolution Number: 2020-57

Revision History: February 23, 2010 Resolution 2010-18

**ADDITIONAL REQUIREMENTS FOR
MAINTENANCE SERVICES MANAGER - PARKS SERVICES**

Additional Essential Duties:

Develops, manages, and enforces when applicable, the City's tree-related and landscape-oriented ordinances.

Supervises the daily operations and coordinates work activities of the City's Tree Maintenance Program and public landscaped medians and open space areas.

Coordinates and advises Community and Economic Development Department staff and Public Works Department staff on appropriate landscaping design plans for project approvals and City owned facilities.

Knowledge of:

All aspects of arboriculture and related practical techniques; municipal forestry and landscaping practices; horticultural practices; basics of concrete construction; weed abatement; graffiti and right-of-way cleaning techniques.

Ability to:

Understand the impacts of trees in public sidewalks and mitigation alternatives.

Additional Education and Experience:

Specialized college level courses in arboriculture, forestry, horticulture, landscape architecture or a related field.

Additional Special Requirements:

Possession of a Qualified Applicator's Certificate (QAC) (such as categories B and C). Possession of a Pest Control Advisor's License in categories such as categories A, B, C, D, E, F, and G or ability to obtain prior to completion of probationary period.

Possession of a Certified Arborist Certificate issued by the International Society of Arboriculture or related certification is preferred.

**ADDITIONAL REQUIREMENTS FOR
MAINTENANCE SERVICES MANAGER - WATER SERVICES**

Additional Essential Duties:

Coordinates the overall management of the water system to ensure the short term/long term sustainability of the related assets and equipment.

Develops and manages a preventative maintenance program for complete water system, including data input and production of work orders as well as updates asset information pertinent to the section.

Assists in development and implementation of Capital Improvement Program projects. Oversees maintenance projects as directed by the Deputy Director.

Assists the Finance Department, as necessary and/or required, in the coordination of water meter reading billing, rate evaluation, water delivery cost summaries, and turn offs/turn-ons.

Provides quality control/quality assurance for water system operation.

Requires an understanding of the Underground Service Alert process, coordinating and providing service to other City operations in the identification of underground utilities.

Knowledge of:

Testing, repair, and maintenance of all water delivery system components; topography including pump stations, major utility systems, water production, distribution and storage systems, streets, wastewater and drainage facilities; basic elements of water production, storage and distribution, and well development; other types of utilities located within the public right of ways such as electrical, gas, telephone, cable, telephone and data communications; and asset management principles.

Additional Special Requirements:

Possession of the State of California Grade 2 Water Treatment Operator Certificate (T2) and Grade 4 Water Distribution Certificate (D4) prior to the completion of the probationary period as required serving as the Chief Plant Operator. Possession of T2 and D4 certification or higher at time of hire is preferred.

**ADDITIONAL REQUIREMENTS FOR
MAINTENANCE SERVICES MANAGER - STREETS AND STORMWATER**

Additional Essential Duties:

Coordinates the overall management and short term and long-term sustainability of the transportation and storm water systems.

Develops and manages preventative maintenance programs for municipal streets and storm water system(s), sidewalks, streetlights and regulatory, advisory and informational signage.

Produces and inputs work orders as well as updates the asset information pertinent to the section.

Assists in the development and implementation of Capital Improvement Program projects.

Requires an understanding of the Underground Service Alert process, coordinating and providing service to other City operations in the identification of underground utilities.

Knowledge of:

Topography including pump stations, major utility systems, and streets; Pavement management, street and directing electrical maintenance and repair; traffic laws and signage; technical aspects of materials and equipment associated with right-of-way infrastructure and street drainage management principles, and journey level understanding of regulatory requirements as related to storm water quality management; weed abatement; graffiti and right-of-way cleaning techniques; basics of concrete and asphalt construction and inspection procedures; utilities located within the public right of ways such as electrical, gas telephone, cable, telephone and data communications.

**ADDITIONAL REQUIREMENTS FOR
MAINTENANCE SERVICES MANAGER - WASTEWATER SERVICES**

Additional Essential Duties:

Coordinates the overall management and short term and long-term sustainability of the wastewater system.

Develops and manages preventative maintenance programs for municipal wastewater.

Produces and inputs work orders as well as updates the asset information pertinent to the section.

Assists in the development and implementation of Capital Improvement Program projects.

Requires understanding of the Underground Service Alert process, coordinating and providing service to other City operations in the identification of underground utilities.

Knowledge of:

Topography including sewage pump stations, wastewater and drainage facilities; basic elements of street drainage and wastewater maintenance; management of storm water pumps in compliance within applicable regulations; and asset management principles.

Additional Special Requirements:

Possession of the appropriate combination of education and experience to qualify for a California Water Environment Association (CWEA) Wastewater Collection Grade 4 Collections Systems Maintenance Certificate or at the time of appointment. Possession of a California Water Environment Association (CWEA) Wastewater Collection Grade 4 Collections Systems Maintenance Certificate or at time of appointment is preferred.

**ADDITIONAL REQUIREMENTS FOR MAINTENANCE SERVICES MANAGER -
FACILITIES & GARAGE**

Additional Essential Duties:

Coordinates and provides project administration support for maintenance, remodeling and repair of City facilities.

Assists in preparation, coordination and control of capital improvement budget and process related to facilities management.

Develops long range plans to ensure adequate maintenance and replacement programs for all City facilities. Prepares or directs the preparation of a variety of studies and reports relating to current and future facilities, and related operational needs, including equipment and repair needs; develops specific proposals and recommendations to meet these needs; provides technical assistance to staff.

Evaluates facility and maintenance needs and service levels; projects expenditures and revenues; prepares, justifies, and administers general fund and internal service fund operating budgets and capital improvement budgets; exercises expenditure control; approves purchases of materials and supplies.

Prepares and plans specifications and cost estimates for systems modification projects; prepares specifications for new construction and remodeling; reviews plans for major engineering and construction projects associated with City facilities; participates in bid review and recommends award; prepares City Council items; develops specifications for purchase of vehicles and equipment, and directs their acquisition, replacement and disposal.

Negotiates and prepares contracts with outside consultants and mechanical and/or electrical engineer designers, or maintenance specialist consultants.

Provides technical consultation to City staff on specific facilities problems.

Reviews plans for major engineering and construction projects associated with City facilities. Serves as project manager on assigned projects.

Manages construction and remodel projects; ensures timelines and quality standards are met and that construction complies with contract, and applicable codes and regulations; determines additional needs; provides continuous support and follow-up; recommends acceptance and prepares closeout documents.

Provides oversight and evaluation of contractor's work and verifies work performed and billing for payment of work performed.

Develops and coordinates supervisory and technical training and development programs; implements ongoing Health, Safety and Wellness programs, OSHA compliance program, division safety program(s).

Coordinates and advises City staff on appropriate design plans for project approvals and City-owned facilities; coordinates division activities with other City departments and with outside agencies and responds to citizen inquiries.

Provides property-owner services as required for all City buildings including repairs, maintenance, alterations, and space allocation, as well as their supporting systems such as electrical, mechanical, plumbing, alarms, heat, ventilating and air conditioning. Prepare service contracts and service agreements.

Coordinates the management of the City's vehicle fleet and all its related assets, including all fueling systems.

Develops and manages the City's fleet maintenance and acquisition programs.

Implements and executes an ongoing preventative maintenance program.

Oversees equipment maintenance and repair procedures including welding, machine shop function, and vehicle testing equipment.

Manages the process for equipment acquisition including development of bid specifications utilizing the "life cycle" costing method.

Works closely with affected user departments to assure that vehicles are maintained properly and ensures that vehicle replacement programs and fleet selection conform to established City policy and procedure.

Coordinates and advises affected user departments as to scheduled maintenance for assigned vehicles.

Produces and inputs work orders.

Knowledge of:

Methods, materials and equipment used in building maintenance; construction industry and construction practices, safe work practices, and building codes; contract elements and skill in contract development and administration; plant/facilities engineering management techniques; energy conservation. Methods, techniques, principles and practices of public administration and local government operations related to facility operations; considerable knowledge of materials, methods, practices, and equipment used in facility maintenance and repair activities, principles of supervision, training, and performance evaluation; hazards and accepted safety precautions in the construction trades; basics of concrete construction and inspection procedures.

All aspects of fleet maintenance operations for a range of vehicles, which includes public safety vehicles and passenger sedans, light duty trucks, cargo vans, and heavy-duty trucks and equipment; hydraulic, mechanical and electrical systems and services on equipment in City's fleet; asset management principles.

Additional Experience and Education:

Five (5) years of increasingly responsible facilities maintenance and management, building construction, or other related management experience that includes special emphasis on project management and supervision.

Specialized college level courses in building maintenance, construction technology or related field. Specialized college level courses in vehicle or fleet maintenance is preferred.