



MAINTENANCE AND OPERATIONS MANAGER

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general direction, assist in the planning, directing, managing, supervising, and coordinating of the maintenance activities and operations of parks, landscapes areas, streets, rights-of-way, facilities, vehicles, and equipment; to coordinate assigned activities with other City departments, divisions, and outside agencies; and to provide highly responsible and complex staff assistance to the Public Works Director/City Engineer.

Classification Characteristics:

This position exercises direct and indirect supervision over supervisory, technical and maintenance staff.

Essential Functions:

- Oversee and direct through subordinate supervisors, the daily maintenance services and activities of parks, landscaped and open space areas, streets, rights-of-way, facilities, vehicles, and equipment.
- Participate in the development and implementation of the Public Works Department goals, objectives, policies, and procedures for each assigned service area; evaluate the operations and activities of the Department.
- Participate in the preparation of the annual operating budget for the Department; forecast funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
- Select, train, motivate, and evaluate Public Works personnel; supervise and evaluate performance; work with employees to correct deficiencies; implement discipline and termination procedures.
- Respond to public inquiries and complaints relative to maintenance services.
- Prepare plans for improvements and modifications to streets, rights-of-way, parks and landscaped areas, and public buildings.
- Prepare specifications for contract work for maintenance of streets, rights-of-way, parks, and landscaped and open space areas, grounds, and public buildings.
- Oversee the processing of pertinent documents such as regulations, contracts, permits, bid specs, requests for proposal, requests for qualification, ordinances and resolutions.
- Assess and evaluate policies and procedures; develop, recommend, and implement alternative methods in support of operational needs.
- Prepare specifications for the purchase of new vehicles and equipment.
- Prepare analytical and statistical reports on operations and activities.
- Coordinate with other City management staff to meet the overall goals and objectives of the City.

- Represent the Public Works Director/City Engineer at meetings; appear on his/her behalf before the City Council, commissions and various boards, agencies and community meetings.
- Develop and conduct training programs for Department staff.
- Ensure compliance with appropriate laws and regulations.
- Attend and participate in professional group meetings; stay abreast of new legislation pertaining to municipal government; research emerging trends, innovations, products and enhancements and their applicability to City needs.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Serve as Acting Public Works Director as assigned.

Qualifications:

Knowledge of:

- Operational characteristics, services, and activities of comprehensive parks, landscaped and open space areas, streets, rights-of-way, facilities, and equipment maintenance programs.
- Principles and practices of parks, landscaping, streets, sidewalks, facilities, and equipment maintenance.
- Material, equipment, and tools needed to maintain and repair landscaping, streets, sidewalks, facilities, and equipment.
- Management skills to analyze programs, policies, and operational needs.
- Principles and practices of public works program development and administration.
- Principles and practices of municipal budget preparation and time/material cost estimation techniques.
- Principles and practices of effective public speaking.
- Principles of supervision, training, and performance evaluation.
- Pertinent Federal, State, and local laws, codes, and regulations.

Ability to:

- Manage, direct, and coordinate the work of supervisory and maintenance staff.
- Select, supervise, train, and evaluate staff.
- Oversee and direct the operations, services, and activities of the assigned Public Works staff.
- Develop and administer goals, objectives, and procedures.
- Prepare and administer large and complex budgets.
- Prepare clear and concise administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, make critical decisions and implement recommendations in support of goals.
- Deal constructively with conflict and develop effective resolutions.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply related Federal, State, and local policies, laws, and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.

- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

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

Experience:

Five years of increasingly responsible experience in the public works maintenance field involving landscaping, streets, rights of way, facilities and equipment that includes two years in a supervisory and administrative capacity.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in parks administration, urban forestry, civil engineering, public administration or a related field.

License or Certificate:

Possession of a California Class C Driver's License.

Working Conditions:

Work in office and field environments including sustained posture in a seated position for prolonged periods of time; standing and moving around work area; some stooping, lifting and inspecting. May be exposed to inclement weather conditions. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for normal office work and field inspection. The need to lift and carry up to 25 pounds is required.