Public Works Maintenance Manager

Class Specification
Revised 9/26
Class ID: 781
Unit: MGMT
Probation: 12 Months
FLSA: Exempt

DEFINITION
Under general direction, manages, plans, organizes, directs the programs, services, personnel, and operations of the Public Works Maintenance Division including streets, fleet vehicles and equipment building and facilities, landscape and park maintenance, and other assigned maintenance functions; coordinates maintenance, construction, and installation activities with city departments, contractors, outside agencies, and the public; provides highly complex, professional, and administrative support to the Director of Public Works; and performs related duties as assigned

SUPERVISION RECEIVED AND EXERCISED
Receives general direction from the Director of Public Works. Exercises direct supervision over assigned supervisory, professional, technical, and administrative staff and provides general supervision to Maintenance Division personnel.

DISTINGUISHING CHARACTERISTICS
This single class division manager classification has responsibility for the overall planning, directing, and administering the programs, budgets, projects, contracts, operations of the Maintenance Division. The incumbent is accountable for division-wide service delivery and results and exercises substantial independent judgment in establishing operational priorities, allocating resources, administering division programs, and recommending policies and service delivery strategies.

This classification is distinguished from the Maintenance Supervisor classification in that the Maintenance Manager has broader, division-wide management responsibility.

EXAMPLES OF JOB FUNCTIONS (Illustrative Only)
Develops and implements comprehensive City-wide maintenance programs.

Plans, organizes, and directs maintenance activities related to the operation, construction, installation, maintenance and repair of public works infrastructure and assets including: street and right-of-way areas, pavement, sidewalks, curbs and gutters, landscaping, street trees and medians, storm drainage systems, traffic control markings and signs, City-owned buildings and facilities, parks and playgrounds, fleet vehicles and equipment, and street sweeping operations.

Develops and implements division goals, objectives, policies, procedures, and preventative maintenance programs; oversee safety training and work task procedures.

Serves as a technical advisor to the Director of Public Works on projects; and develops and prepares recommendations and technical reports.

Reviews work progress and effectiveness of division; establishes performance expectations; supervises, develops, coaches, trains, and evaluates assigned staff.

Directs, oversees, and participates in the development and implementation of the Maintenance Division work plan; establishes priorities, assigns work activities, projects and programs; monitors

workflow; and reviews and evaluates work products, methods, procedures, and service levels.

Receives, evaluates and processes work requests from City departments and determines priorities and methods necessary to achieve objectives; and advises management staff of work in progress, operating problems, and actual or potential delays.

Prepares and administers the Maintenance Division budget; forecasts staffing, equipment, materials and supply needs; and supports Capital Improvement Program (CIP) planning, project management, and contract administration.

Coordinates and administers activities related to various contracts and projects; coordinates projects with other City work units and outside contractors; assists in determining the need for contract assistance, prepares contract documents and specifications; participates in vendor/contractor selection; administers contracts; reviews and evaluates the work of contractors; determines contractual compliance; and reviews and approves billings and charges for services.

Exercises direct supervision over assigned supervisory, professional, technical and administrative personnel; recommends the appointment of personnel; provides or coordinates staff development training; conducts performance evaluations; addresses performance and conduct issues and implements discipline as required; maintains high standards of accountability, service, and professionalism.

Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.

Analyzes federal, state, and local regulations and ensures regulatory compliance; ensures division compliance with city rules, regulations, ordinances, and policies.

Researches and prepares technical, administrative, and staff reports; maintains records; prepares written correspondence; participates in and makes presentations to the City Council, boards and commissions, and professional groups.

Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, materials, and techniques of public works operations and maintenance related to the maintenance of streets including pavement and sidewalk, right-of-way, public buildings, parks, playgrounds, facilities, and vehicles and equipment
- Public works project procurement and contract administration; contract management practices in a public agency setting.
- Methods, standards, materials, and techniques used in maintenance of streets, pavements, sidewalks, parks, storm drainage systems and requirements such as Caltrans standards, Greenbook standard specifications for public works, Municipal Regional Water Permit regulations, Environmental reporting requirements, Building codes, buildings, fleet assets.
- Principles of project coordination, infrastructure lifecycle planning, and municipal operations service delivery.
- Principles and practices of leadership, supervision, mentoring, team building, disciplining, accountability, and conflict resolution techniques.
- Principles and practices and performance measurement, key performance measures,

workload analysis and metrics, service-level evaluation, and quality assurance
- Pertinent local, State and Federal rules, codes, regulations and laws, including safety regulations and procedures.
- Equipment, tools, and materials used in a variety of public works maintenance activities.
- Modern office procedures and computer equipment
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques and purchasing methods and principles.
- Principles and practices of supervision, training and personnel management.
- Computerized maintenance management systems.

Skill or Ability to:
- Plan, organize, and direct all Maintenance Division programs and operations including streets, right of way, buildings, facilities, parks, and vehicle maintenance.
- Negotiate and administer and evaluate professional service and maintenance contracts in a public setting.
- Evaluate workload and staffing capacity; establish reasonable performance expectations and allocate resources effectively.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Evaluate competing interests and operational priorities, consider relevant stakeholder input, and make sound recommendations and decisions.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet deadlines.
- Manage and advance multiple priorities, including large and complex projects, concurrently, on time, and within budget.
- Prepare, administer and monitor the division budget.
- On a continuous basis, analyze budget and technical reports; prepare and review staff reports; identify and interpret technical and numerical information.
- Supervise, train and evaluate personnel.
- Consistently apply various rules and procedures; and explain and interpret policy.
- Learn, understand, and apply laws, regulations, codes, policies, and procedures; observe and solve operational and technical issues; and oversee compliance with applicable occupational safety requirements
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Read, interpret, and understand blueprints, drawings, diagrams, specifications, operating instructions, and manuals.
- Gain cooperation through discussion and persuasion.
- Develop and recommend policies and procedures related to all maintenance operations.
- Interpret and apply City and department policies, procedures, rules and regulations.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.
- Respond effectively to emergency situations and coordinate operations response activities.

Education and Experience:

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

Possession of a Bachelor's degree from an accredited college or university in civil engineering, construction management,, business administration, public administration, or a closely related field, and five (5) years of increasingly responsible experience in public works administration or maintenance involving the care, upkeep, and construction of streets, public buildings, parks

facilities, and vehicles and equipment, including two (2) years of supervisory responsibility overseeing staff.

License and Certificate:
Possession of a valid driver license and a satisfactory driving record throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Willingness and ability to respond to emergencies response and be available on call, as required. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 90 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical 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.