



## Position Description

**MAINTENANCE SERVICES MANAGER SERIES**

**(Parks Services Manager; Water Services Manager; Streets and Storm Services Manager, Wastewater Services Manager; Central Garage Services Manager, Buildings & Facilities Manager)**

**DEFINITION**

Under the general direction, the employees in these positions plan, organize, direct and review the activities of an assigned functional area in the Public Services and Parks and Recreation Division, such as Water Operations, Streets and Storm Operations, Wastewater Operations, Central Garage Operations, Parks Maintenance Operations, and Buildings and Facilities Maintenance. The incumbent 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.

**SUPERVISION RECEIVED**

Water Services Manager, Streets and Storm Services Manager, Wastewater Services Manager, and Central Garage Services Manager work under the general supervision of the Deputy Public Services Director. The Parks Services Manager and Buildings & Facilities Manager work under the supervision of the Community Services Director.

**SUPERVISION EXERCISED**

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

**DISTINGUISHING CHARACTERISTICS**

These positions are journey level supervisory management positions with significant field and administrative responsibilities for planning and delivering program services, responding to emergency situations, and supervising personnel. Requirements include evening and weekend hours and response to emergency situations. This position has full responsibility for the general activities associated within their assigned functional area. These positions are classified as Fair Labor Standards Act (FLSA) Exempt.

**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 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 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 data.

Plans, directs, coordinates, supervises and reviews the work of assigned crews in scattered locations engaged in water, street, parks and landscape, sanitary and storm wastewater maintenance, repair, installation, construction and vehicle maintenance.

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

Maintains time and materials records; prepares work reports and cost records.

Supervises, trains, instructs and motivates subordinate employees.

Recommends and enforces safety requirements.

Represents the City in resolution of citizen inquiries and complaints and suggests corrective actions; studies maintenance functions and recommends improvements; processes and resolves employee grievances.

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.

Evaluates subordinate's performance and prepares performance evaluation reports.

Completes and maintains a variety of records and reports.

Monitors maintenance and repairs Capital Improvement Program (CIP) project sites to evaluate work progress, process, and quality; resolves work problems; determines additional needs; assures continuous support and follow-up.

Investigates citizen complaints; 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.

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.

### **PERIPHERAL DUTIES**

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:**

Materials, methods, practices, and equipment used in water distribution and production, street, wastewater, storm drain, parks and landscape maintenance and repair activities, and fleet maintenance operations; types and level of maintenance and repair activities generally performed in a water, street, drainage, wastewater, parks and landscape 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; 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; and safe driving principles and practices.

**Ability to:**

Plan, organize, direct, review and supervise the work of semi-skilled and skilled 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 minor 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; hold subordinates accountable for performance and behavior; build trust and create a positive atmosphere within the department between subordinates and supervisors; 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 remain calm in difficult situations, respond politely and courteously to citizen inquiries and complaints.

**EDUCATION AND EXPERIENCE**

Equivalent to completion of high school (diploma or GED) supplemented by additional technical training and/or certification in maintenance, construction, landscape, horticultural, equipment repair or management. An AA or AS degree in a related field is highly desirable.

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 responsibility.

**SPECIAL REQUIREMENTS**

Possession of and ability to maintain a valid California Class "C" driver's license at date of hire and possession of or ability to obtain and maintain a valid Class "B" drivers license prior to completion of established probationary period. Possession of a valid California Class "B" driver's license at date of hire is highly desirable.

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 data base; 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 work spaces, 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 site. May be required to work in extreme weather conditions. May be required to respond to emergency situations and work non-regularly scheduled work 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: 2/23/2010  
Resolution Number: 2010-18  
Revision History:

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

**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 Services 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:**

Equivalent to high school graduation supplemented with specialized college level courses in arboriculture, forestry, horticulture, landscape architecture or a related field. An AA degree in these areas is highly desirable.

**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 highly desirable.

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

**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 highly desirable.

**ADDITIONAL REQUIREMENTS FOR MAINTENANCE SERVICES MANAGER**  
**SERIES-STREETS AND STORMSERVICES MANAGER**

**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  
SERIES-WASTEWATER SERVICES MANAGER**

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

**ADDITIONAL REQUIREMENTS FOR MAINTENANCE SERVICES MANAGER**  
**SERIES-CENTRAL GARAGE SERVICES MANAGER**

**Additional Essential Duties:**

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.

Performs advanced journey level 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:**

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 principals.

**Additional Experience and Education:**

Equivalent to high school graduation supplemented with specialized\_college level courses in vehicle or fleet maintenance.

**ADDITIONAL REQUIREMENTS FOR MAINTENANCE SERVICES MANAGER  
SERIES-BUILDINGS & FACILITIES MANAGER**

**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 plans, specifications and cost estimates for systems modification projects.

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.

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.

**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.

**Additional Education and Experience:**

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.

Equivalent to high school graduation supplemented with specialized college level courses in building maintenance, construction technology or related field. An AA degree in those areas is highly desirable.

