#### MAINTENANCE SERVICES MANAGER

## **Definition:**

Under general direction plans, organizes and manages the administrative function of the Maintenance Services Department; is responsible for multi-department administration of the City's National Pollutant Discharge Elimination System (NPDES), administration of the Sewer System Overflow (SSO) prevention program, management of the performance audit program and management of the City's non-emergency telephone system; prepares, monitors and manages the department budget; assists in the operation of a variety of activities and performs related work as required.

# **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Plans, organizes, manages and evaluates the functions of the Administration Division of the Maintenance Services Department.

Manages the department's NPDES permit compliance program and multidepartment administration of the citywide NPDES.

Manages the administration of the City's SSO program to include program design and implementation.

Manages the Maintenance Department's formal performance audit program in compliance with the United States General Accounting Office (GAO) and ensures that all related reports and audits meet professional standards.

Manages the City's non-emergency telephone system.

Prepares, monitors and manages the departmental budget and recommends and evaluates capital, personnel and operating budget outlays.

Manages the selection, training, supervision and evaluation of assigned employees.

Establishes and reviews division objectives, standards and procedures.

Investigates service requests and public complaints as needed.

Manages the department's customer service program to include performing customer surveys, providing staff training and development of customer literature.

Coordinates work projects with other divisions and departments as applicable.

Conducts safety and public meetings with City staff and represents the City and department/division at staff, public and professional meetings/conferences and makes oral presentations.

Approves requisitions for materials, supplies and equipment.

Prepares and analyzes division activity, performance and safety reports and maintains comprehensive logs, files, reports and related material.

Researches, compiles, organizes and interprets a wide variety of data and makes oral and written presentations.

Independently composes and issues correspondence and prepares a variety of reports.

Conducts a variety of meetings and serves as a departmental or City representative at meetings as assigned.

Conducts on-site inspections of project/program work as needed.

Operates a personal computer and uses applicable software.

Drives a vehicle on City business.

# **Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

Lifts and move boxes of files and records weighing 30 pounds or less.

### **Class Characteristics:**

Maintenance Services Manager is a single incumbent division manager position within the Maintenance Services Department and has broad responsibility for the safe, efficient and effective administration of division activities.

## **Contacts and Relationships:**

The Maintenance Services Manager establishes and maintains contact with Maintenance Department staff and staff in other City departments. Additional contacts are established and maintained with a variety of individuals to include contractors, vendors, user groups, interest groups and public/private representatives. Contact with the public will occur during the course of certain work assignments.

## **Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

### Knowledge of:

Basic principles and practices, methods used in contemporary maintenance programs.

General knowledge of environmental issues, rules and regulations.

Municipal government and departmental organization and administration.

Goal-setting methods and the design of workload and performance indicators.

Methods of making effective oral and written presentations.

Contract administration as it relates to area assigned.

Effective supervisory techniques.

Methods and procedures of budgeting, research and analysis.

Negotiating and conflict resolution techniques.

Public relations and customer service techniques.

Computer applications as they relate to area assigned.

## **AND**

## **Ability to:**

Initiate and carry out required procedural assignments and use independent judgment and initiative.

Adhere to multiple deadlines and handle multiple projects.

Interpret and apply applicable laws and department/City rules and regulations.

Perform research, analyze problems, recommend effective solutions and prepare reports and correspondence.

Prepare and monitor a department budget including making budget recommendations concerning personnel, materials and capital outlays.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Plan, organize, manage, inspect and evaluate project/work activities.

Develop and implement City-wide programs.

Negotiate with vendors.

Supervise, train and evaluate assigned staff.

Meet the public with courtesy and tact.

Operate a personal computer and use applicable software.

# A typical way to obtain the knowledge and abilities is as follows:

## **Education:**

A Bachelors Degree with a major in Management, Public Administration, Business Administration or a related field from an accredited college or university.

#### AND

## **Experience:**

Four years of progressively responsible experience as a Senior Administrative Analyst or a similar position, including one year of supervisory experience.

## **Special Requirements Include:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Maintenance Services Manager file financial disclosure statements in accordance with state and local laws.

#### Other:

A graduate degree or some completed graduate level coursework in Management, Business Administration, Public Administration or a related field from an accredited college or university is preferred but not required.

## Physical Tasks and Working Conditions Include the Following:

Work is performed primarily indoors in an office environment with outdoor/on-site work as needed. When work is performed outdoors there may be full exposure to the elements. The incumbent uses a computer keyboard and screen, drives a vehicle on City business, grasps, sits, stands, walks and may twist, bend, reach, kneel, crouch, crawl, climb stairs and inclines and may lift, move, push, pull, drag and carry boxes of files and other items weighing 30 pounds or less. When performing outdoors/on-site work the incumbent may walk and stand on slippery and uneven surfaces and be exposed to grease/oil and dust. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

## Fair Labor Standards Act Designation: Exempt.

Established July 2004