

**CLASS SPECIFICATION**  
**Maintenance & Operations Division Manager**

**GENERAL PURPOSE**

Under general direction, plans, organizes, manages and evaluates the programs, operations and staff of the Maintenance and Operations Division, including fleet maintenance, street maintenance, street sweeping, graffiti abatement, street tree maintenance and storm drain maintenance functions; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Maintenance & Operations Division Manager is a single incumbent class that has responsibility for planning, coordinating and managing the programs, activities and staff of the Maintenance & Operation division providing City-wide public works maintenance services. The incumbent is responsible for implementing division goals, objectives and work plans and managing, evaluating and overseeing day-to-day division activities. Duties are carried out independently within the framework of established policies, procedures and guidelines. Accountabilities are broad in scope and allow for administrative discretion in their execution.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below 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 this class.

1. Plans, organizes, controls, manages and evaluates the work of the Maintenance and Operations Division; with subordinate supervisors and staff, establishes operational plans and initiatives to meet division goals and objectives; implements plans, work programs, processes, procedures and policies required to achieve overall division performance results; coordinates and integrates division functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual division budget.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving City objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Manages and controls, through subordinate supervisors and direct reports, work units engaged in fleet maintenance, street maintenance, street sweeping, graffiti abatement, street tree maintenance

and storm drain maintenance functions; manages, directs and supervises the maintenance of City streets, sidewalks, trees, storm drains, fleet vehicles, equipment and related infrastructure.

5. Develops, recommends and implements division-wide policies and procedures to ensure efficient and effective operations; develops, recommends and prepares long-range plans for division operations and programs; coordinates division activities with other City divisions and external agencies.
6. Evaluates the effectiveness of division programs and processes; develops and implements new programs and initiatives that will contribute to division goals and accomplishments.
7. Prepares reports and provides information to City administration and the City Council to facilitate decisions.
8. Manages and participates in the preparation and maintenance of comprehensive records and reports related to personnel, budget and division operations.
9. Ensures City compliance with established health and safety practices as required by regulatory agencies.

#### **OTHER DUTIES**

1. Attends and conducts a variety of staff and management meetings.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Principles, practices and techniques involved in the maintenance of street, fleet, tree, storm drain and related public works facilities.
2. Federal, state and local laws, regulations and court decisions applicable to assigned areas of responsibility.
3. Principles and practices of budgeting, purchasing and maintenance of public records.
4. Research methods and analysis techniques.
5. Principles and practices of sound business communications.
6. Safe work practices and safety equipment related to the work.
7. Computer software applications related to the work.
8. Principles and practices of effective management and supervision.
9. City human resources policies and procedures and labor contract provisions.

##### **Ability to:**

1. Analyze and make sound recommendations on complex management and administrative issues.
2. Understand, interpret, explain and apply City policy and procedures governing assigned areas of responsibility.
3. Present proposals and recommendations clearly and logically in public meetings.

4. Develop and implement appropriate procedures and controls.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
6. Exercise sound, expert independent judgment within general policy guidelines.
7. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.
8. Establish and maintain effective working relationships with City management, staff, the public and others encountered in the course of work.

**Education, Training and Experience:**

A bachelor's degree in engineering, construction management, business or public administration or a closely related field. A minimum of seven years of progressively responsible directly-related maintenance and operations experience; and at least three years' experience in a supervisory capacity.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff, the public and others encountered in the course of work.

**WORK ENVIRONMENT**

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

The employee works under typical office conditions, and the noise level is usually quiet.