

MAINTENANCE OPERATIONS MANAGER

PURPOSE: To plan, organize, direct and evaluate the effective maintenance and repair of City assets.

An employee in this classification is responsible for managing operations involved in the maintenance and repair of fleet, building facilities, parks and trails, forests and gardens, landscapes, traffic signals, streetlights, parking ramps and meters, streets, alleys, street trees and graffiti abatement. This classification also develops and provides oversight of the city capital improvement and equipment plans.

FUNCTIONAL AREAS:

1. Plan, direct and evaluate maintenance operations and programs for the City's maintenance operations programs.
 - * A. Participate in the development and implementation of goals, objectives and priorities for maintenance activities.
 - * B. Plan, direct, coordinate and review business plans for the division, conduct site evaluations as necessary, and confer with staff to identify and resolve issues.
 - * C. Develop, recommend, implement and administer standards, programs, policies and procedures to ensure efficient and effective operation and compliance with federal and state regulations.
 - * D. Assess and monitor work load and recommend, within departmental policy, appropriate service and staffing levels.
 - * E. Continuously monitor and evaluate efficiency and effectiveness of service delivery methods and procedures, identify opportunities for improvement, make recommendations, and implement approved improvements.
 - * F. Ensure maintenance and repair services to streets, street tree systems and parks are consistent with public needs and budgeted amounts available, and that work meets established schedules.
 - * G. Ensure that City facilities, grounds and equipment are periodically inspected and properly maintained and repaired.
 - * H. Participate in the development of, and administer, the Maintenance Operations Division budget, including directing the forecast of additional funds needed for staffing, equipment and materials, and supplies and the monitoring and approval of expenditures; implement adjustments as necessary.

2. Supervise division staff.
 - * A. Prioritize, assign and direct work and projects.
 - * B. Coordinate work schedules and approve or reject leave requests.
 - * C. Effectively recommend the hire, transfer, assignment, promotion, reward, discipline, suspension or discharge of assigned personnel.
 - * D. Establish work standards, provide coaching and feedback and conduct employee performance evaluations.
 - * E. Provide for ongoing training of employees in emerging methods, trends and technologies, and proper and safe work methods and procedures.
 - * F. Monitor work sites to ensure compliance with established methods, guidelines, standards and procedures.
 - * G. Effectively recommend adjustments or other actions in employee grievances.
 - * H. Delegate authority and responsibilities to others as needed.
 - * I. Disseminate instructions and information to employees through verbal and written communications.

3. Perform related duties.

- * A. Administer contracts with outside agencies or contractors, including design work, preparation of plans and specifications and construction projects.
- * B. Direct and monitor the preparation of plans and specifications for a variety of maintenance and repair improvement projects to be completed by City staff.
- * C. Provide responsible staff assistance to the Public Administration Director, and prepare and present staff reports and other necessary correspondence.
- * D. Conduct a variety of organizational and operational studies and investigations and make appropriate recommendations.
- * E. Serve as liaison between the Maintenance Operations Division and other city departments and divisions, outside agencies and the public; and respond to and resolve significant, controversial and/or sensitive issues and complaints in a timely and appropriate manner
- * F. Participate in meetings and on committees, attend and participate in professional group meetings, and maintain awareness of new trends and innovations in the maintenance operations field.

JOB REQUIREMENTS

Education & Experience Requirements

- ❖ A. A four-year bachelor's degree in construction management, business administration, public administration or related field from an accredited institution plus a minimum of five (5) years of progressively responsible experience in a position with similar duties and responsibilities; or
- B. A combination of education and experience accepted by Human Resources as equivalent.

License Requirements

- ❖ A. Possession of a valid Minnesota driver's license or equivalent.

Knowledge Requirements

- ❖ A. Knowledge of maintenance technologies to include parks, buildings, streets and fleet.
- ❖ B. Knowledge of the materials, methods, equipment and tools used in the maintenance, construction and repair of public buildings, fleet, street lights, traffic signals, parks and trails, landscapes, streets and street trees.
- ❖ C. Knowledge of local, state and federal laws and regulations and safety procedures related to division programs and activities.
- ❖ D. Knowledge of accepted supervisory and personnel management practices, and the ability to apply them effectively.
- ❖ E. Knowledge of the principles and practices of budget development and administration.
- ❖ F. Knowledge of organizational and management practices used in the analysis, evaluation and administration of programs and policies.

Skill Requirements

- ❖ A. Skill in evaluating and analyzing operations and procedures.
- ❖ B. Skill in communicating effectively, both verbally and in writing, and including public presentations and public media contact.
- ❖ C. Skill in maintaining records and preparing clear and concise written and verbal reports.
- ❖ D. Skill in the selection, supervision and evaluation of staff in a manner conducive to full performance and high morale.

- ❖ E. Skill in providing superior customer service and satisfaction.
- ❖ F. Skill in effectively managing multiple projects.

Ability Requirements

- ❖ A. Ability to interpret and analyze data and descriptive statistics.
- ❖ B. Ability to develop, organize and present ideas and recommendations clearly and concisely in written and verbal forms.
- ❖ C. Ability to establish and maintain effective working relationships with the general public, staff and City administrators, and to maintain a positive image on behalf of the City.
- ❖ D. Ability to work as a team player with employees throughout the organization.
- ❖ E. Ability to work independently with minimal information and from general instructions, and to take responsibility for one's actions and decisions.
- ❖ F. Ability to recommend and implement goals, objectives and practices to ensure provision of effective and efficient field and fleet maintenance services.
- ❖ G. Ability to prepare and administer large and complex budgets and to prepare financial and administrative reports.
- ❖ H. Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- ❖ I. Ability to research, analyze and evaluate new service delivery methods, procedures and techniques.
- ❖ J. Ability to effectively use computers and standard applications software.
- ❖ K. Ability to interpret and apply federal, state and local laws, regulations, policies and procedures.

Physical Requirements

- ❖ A. Ability to transport oneself to, from and around the sites of projects and meetings.
- ❖ B. Ability to frequently speak and hear to exchange information.
- ❖ C. Vision ability to read small print and computer screens.
- ❖ D. Ability to work evenings and weekends when required.
- ❖ E. Ability to sit for extended periods, and to occasionally stand and walk.
- ❖ F. Ability to occasionally lift and carry items weighing up to 20 pounds for use in presentations.
- ❖ G. Ability to attend work on a regular basis.

- * Essential functions of the position
- ❖ Job requirements necessary the first day of employment

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