



**MARCH 2016**  
**FLSA: NON-EXEMPT**

## **MAINTENANCE SUPERVISOR**

### **DEFINITION**

Under general direction, plans, organizes and provides supervision and oversight for daily maintenance operations and activities in an assigned area, which includes parks, landscape and lighting, facilities, service center, traffic signals and streets/drainage; supervises and evaluates the work of both city maintenance employees and outside contractors; coordinates section activities with those of other sections and departments; inspects and troubleshoots maintenance work; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from an assigned Program Manager. Exercises direct and general supervision over technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This class is the first full supervisory-level in the Maintenance class series utilized in the City's Public Works Department. Duties include both field supervision and inspection of work and office administrative duties in support of the functional area of assignment. Incumbents are expected to exercise initiative and independence in implementing departmental policies, developing effective work processes, and solving operational problems. This class is distinguished from Program Manager by the latter's broader responsibility to manage all activities of a specific department-wide maintenance program.

### **EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of assigned public services maintenance staff.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Monitors and participates in operations in assigned sections including inspecting projects, developing and implementing modifications and improvements, recommending specifications and scheduling for contracts, negotiating prices and inspecting contractor's work to ensure that safe work practices and standard operating procedures are followed.

- Answers questions and provides information related to projects including resolving problems, approving expenditures, handling complaints and providing technical expertise in area of assignment.
- Interacts professionally with the public, vendors and City staff; maintains effective working relationships and works in cooperation with the management team to effectively meet departmental objectives.
- Provides input into the development of the operating budget for the assigned area of responsibility; orders materials and supplies; assists in the monitoring and tracking of expenditures for the section.
- Coordinates section activities with other sections, programs and departments, including scheduling and resolving problems; coordinates and inspects work performed by contractors.
- Responds to emergencies as requested; coordinates activities with other responders; directs the work of staff and utilization of resources to effect repair and ensure the safety of the community.
- May perform a variety of field maintenance tasks, depending upon experience and level of certification.
- Prepares records related to the work performed and materials and supplies used; enters invoices in the computerized purchasing system.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of public works maintenance and operations program development and administration.
- Principles, practices, equipment, tools, and materials of construction, maintenance, and repair of public works infrastructure.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Safety principles, practices, procedures, and equipment related to the work.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct assigned maintenance and operations activities.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.

- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record keeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

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

Equivalent to the completion of the twelfth (12th) grade and five (5) years of skilled or semi-skilled maintenance experience which must have included one (1) year of lead experience. Course work and/or special training enabling incumbent to obtain skills, knowledge, and job-related licenses or certificates is desirable.

**Licenses and Certifications:**

- Must possess and maintain a valid California class C driver's license and a satisfactory driving record.
- At the option of the City, persons hired into this class may be required to either possess or obtain within specified time limits designated licenses, certificates or specialized education and training relevant to the area of assignment. Additional requirements may include, but are not limited to:
  - Qualified Applicators Certificate (QAC) with categories A, B, C, F, and G.
  - Pacific Southwest Maintenance Management School Certification.
  - International Municipal Signal Association (IMSA) Traffic Signals Level II certification.
  - International Municipal Signal Association (IMSA) Roadway Lighting Level I.
  - International Municipal Signal Association (IMSA) Traffic Safety Specialist and Traffic Safety Through Work Zones.
  - International Municipal Signal Association (IMSA) Signs and Markings Level III.

- California Landscape Contractor's Association (CLCA) Landscape Technician certification in Landscape Maintenance, Landscape Construction and/or Irrigation Installation.
- American Traffic Safety Services Association (ATSSA) Work Site Traffic Supervisor Certification.
- Industrial Emergency Council (IEC) Confined Space Entry, Awareness and Rescue Certification.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around City streets, storm drains, sanitary systems, and related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle and visit various City and meeting sites; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves 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 in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, or heavier weights with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees partly work in an office environment and partly work in and around public works infrastructure 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 upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

### **WORKING CONDITIONS**

May be required to be on-call and to work various shifts or emergencies on evenings, weekends, and holidays.