DIRECTOR OF MAINTENANCE SERVICES

Definition:

Under general administrative direction is responsible for all activities of the Maintenance Services Department including building/facility maintenance, street and landscape maintenance, water system operations, equipment maintenance and replacement and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by the Director of Maintenance Services include the following:

Plans, organizes, directs and manages all activities of the Maintenance Services Department to include maintenance of the City's buildings, facilities, parks/open spaces, medians, streets, alleys, sidewalks, sewers, fleet vehicles and water system.

Coordinates Maintenance Services activities with those of other departments and public agencies as needed.

Advises the City Manager, City Council, and other City departments/divisions on issues pertaining to municipal maintenance services.

Represents the City in municipal maintenance issues before a variety of groups, the public and other agencies.

Develops, recommends, administers, interprets and enforces departmental policies and procedures and assists in the development and administration of the City's maintenance policies and regulations.

Selects and is responsible for the training, supervision and evaluation of all departmental staff.

Directs and participates in the preparation of a wide variety of studies, reports, contracts, agreements, agenda letters, correspondence, resolutions and ordinances.

Administers contracts with private contractors and outside agencies.

Makes Maintenance Services Department budget recommendations and administers the expenditure of funds.

Develops and evaluates special programs.

Formulates, recommends and implements departmental goals and develops workload indicators to measure progress towards goals achievement.

Makes applicable recommendations for the capital improvement program and for the purchase of materials, equipment and supplies.

Seeks, develops and makes recommendations on alternative sources of funding as appropriate.

Reviews and analyzes a variety of materials, records, contracts, reports and other data and makes recommendation for change as needed.

Makes oral and written presentations.

Attends a variety of meetings and civic functions and represents the City.

Inspects maintenance projects, equipment, buildings and parks.

Operates a personal computer and uses applicable software.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Class Characteristics:

Director of Maintenance Services is a single incumbent department head class and is a member of the City's executive team. The Director of Maintenance Services is appointed by and reports to the City Manager and has broad responsibility for the safe, effective and efficient administration of all department activities.

Contacts and Relationships:

The Director of Maintenance Services supervises division managers and professional/ administrative support staff and through them all Maintenance Services Department employees. The Director of Maintenance Services establishes and maintains contact with and has continuing interaction with a variety of City staff to include City Council Members, the City Manager and City department heads. Additional contact will occur with civic groups and representatives of other public and private agencies. Contact with the public may occur during the resolution of concerns.

Qualification Guidelines:

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

Knowledge of:

Municipal government and maintenance department organization, administration and operations.

Principles, practices, methods, equipment and materials used in contemporary municipal maintenance programs.

Leadership and management theory and practices, effective supervisory techniques and public sector labor relations.

Municipal budget administration, capital improvement programs and revenue sources related to area assigned.

Laws, codes, rules and procedures which apply to municipal maintenance and related legal issues.

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

Negotiating and conflict resolution techniques.

Public relations and customer service techniques.

Effective methods of making oral and written presentations.

Computer applications related to the department assigned.

AND

Ability to:

Provide leadership for the City's Maintenance Services Department staff and programs.

Formulate and administer an effective citywide municipal maintenance program.

Analyze problems and recommend and implement effective solutions.

Select, train, motivate, supervise and evaluate staff.

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

Meet with citizen groups and organizations, analyze and resolve complaints and make recommendations on requests for service.

Work within, interpret and apply applicable laws, City and department rules and regulations.

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

Resolve conflict situations in a fair and amicable manner.

Think clearly, logically and rationally under pressure, adhere to multiple deadlines and handle multiple projects.

Communicate effectively orally and in writing.

Prepare clear and comprehensive reports and make effective presentations.

Operate a personal computer and use applicable software.

Meet the public with courtesy and tact.

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

Education:

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

AND

Experience:

Eight years of recent, continuous, progressively responsible professional maintenance experience, including three years at the mid-management/supervisory level in an organization comparable to Fullerton in terms of the scope of activity.

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 flexible and extended hours to accommodate City needs and respond to emergencies.

The City of Fullerton's Conflict of Interest Code requires that the Director of Maintenance Services 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 area 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 related equipment, drives a vehicle on City business, grasps, sits, stands, walks, twists bends, reaches and may kneel, crouch and climb stairs and inclines. When performing outdoors/on-site work the incumbent may walk and stand on slippery and uneven surfaces, be exposed to extreme noise, grease/oil, fumes, solvents or chemicals, dust and vehicular traffic. 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 – Executive.

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