

MAINTENANCE MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff and operations of the District Maintenance division, including the preventive, predictive, and reactive maintenance and repair of electrical, mechanical and facilities and appurtenances related to water and wastewater systems; oversees fleet and equipment procurement and maintenance programs; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to the Director of Operations in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Operations. Exercises direct supervision over supervisory and technical staff.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of the District's Maintenance division. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include budget administration, program evaluation, asset management, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to the predictive, preventive, and reactive maintenance and repair of water and wastewater systems and appurtenances. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Plans, manages, and oversees the daily functions, operations, and activities of the Maintenance section, including a variety of programs within the areas of facilities maintenance, electrical maintenance, mechanical maintenance, and fleet and equipment maintenance.
- Leads the Maintenance division in the consistent and accurate use of adopted software for maintenance and asset tracking. Make changes, improvements, or updates to the system regularly to ensure updated tracking and useful reporting.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the section; recommends within policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures;

assesses and monitors workload, administrative and support systems, and internal reporting relationships.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals, negotiations contracts, and recommends award; administers contracts to ensure compliance with District specifications and service quality.
- Administers general and skilled preventive, predictive and planned maintenance and reactive repair work; schedules and assigns work projects to subordinate supervisors; coordinates and prioritizes work assignments of designated technical staff and supervisors; ensures that operational checks and preventive maintenance programs are properly and effectively performed and directs inspection of assigned facilities to determine planned maintenance needs.
- Plans and directs facilities, electrical, mechanical, fleet and equipment maintenance functions in accordance with manufacturers recommendations and industry standards; schedules and coordinates planned maintenance projects and sets priorities for maintenance division work orders as needed; participates in District-level planning in matters which affect maintenance operations; reviews plans of system and equipment design or modification for maintenance implications and recommends improvements, as appropriate.
- Reviews and approves work order requests, purchase requisitions, personnel time sheets and overtime usage; reviews, implements and manages job plans.
- Assists the Water and Wastewater Divisions with the administration of reactive and preventative maintenance activities for the water and wastewater utility system.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other District departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in water and wastewater systems operations and maintenance; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official files.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of public sector budget development and administration.

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and practices of contract administration and management.
- Operational characteristics, services, and activities of a comprehensive water and wastewater utilities maintenance program.
- Principles and practices of water distribution systems, including wells and booster stations and related operational and preventive maintenance methods, techniques, tools, and equipment.
- Water treatment, wastewater treatment/collection system principles.
- Construction management practices specific to the building trades.
- Automotive and construction machinery mechanical maintenance and repair practices.
- Methods and techniques of welding & fabrication.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Plan, organize, oversee, and manage the Maintenance Division's programs, staff, and operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.

- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, construction technology, business management, or a related field.

Experience:

- Six (6) years of increasingly responsible experience in any utility-related maintenance, operations, and construction programs specific to water pumping and distribution systems, water/wastewater treatment plant maintenance, collection system/lift stations maintenance, water booster pump/well maintenance, mechanical equipment maintenance or municipal infrastructure construction, of which three (3) years should be in a management or supervisory capacity.

Licenses and Certifications:

- Possession of a valid California Class C driver's license, to be maintained throughout employment.
- Combination of the following:
 - CWEA certificate in Collection System Maintenance, Mechanical Technologist, Electrical & Instrumentation Technologist, and/or Advanced Water Treatment Operation
 - SWRCB certification for water treatment, water distribution, or wastewater treatment

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT

Standard office setting with some travel to various locations to attend meetings or to inspect job sites.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.