

## CITY OF LINCOLN

### MAINTENANCE SERVICES MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general direction, manages planning, administration and coordination of the activities and operations in the Public Services Division including water quality, waste water, solid waste, public transportation and public facilities; assists in coordination of assigned activities with other City divisions and departments and outside agencies; provides highly responsible and complex technical staff assistance to the Department Director; acts as a member of the Public Services management team; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Maintenance Services Manager** is the management level class responsible for assisting the Director in the day-to-day administering, directing and supervising of assigned divisions. This classification is distinguished from the next higher classification of Department Director in that the latter is responsible for overall management of the division.

#### **SUPERVISION RECEIVED AND EXERCISED:**

Receives general direction from the Department Director or his/her designee. Exercises direct and indirect supervision over clerical, technical, and professional staff.

#### **ESSENTIAL FUNCTIONS:**

- Plans, coordinates and supervises the work activities for assigned operations; participates in the development of the division's work plans; assigns work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures.
- Recommends and assists in the development, planning and implementation of divisional goals and objectives; assists in the development and implementation of division policies and procedures.
- Performs professional analytical and technical duties necessary to bridge line staff responsibilities with the Public Services management goals and vision.
- Conducts detailed and complex organizational studies for assigned areas pertaining to work flow, time and cost factors, administrative systems, records and filing systems, procedures, staffing levels, and organizational structures to determine potential areas for organizational improvement.
- Plans, prioritizes, assigns supervises and reviews the work of subordinate staff members in assigned functions and activities; uses work order system to assign work efficiently and effectively; ensures staff certification requirements are met.

- Monitors work activities to ensure safe practices, quality and accuracy; ensures compliance to applicable rules, policies and procedures.
- Recommends the appointment of subordinate personnel; trains, motivates and evaluates staff; provides or coordinates staff training; works with employees to correct deficiencies; assists in the implementation of discipline procedures.
- Coordinates assigned division activities with those of other divisions and outside agencies and organizations; provides staff assistance to the Department Director; prepares and presents reports and other necessary correspondence; attends City Council meetings as necessary.
- Participates in the development and administration of the Public Services budget; forecasts additional funds needed for staffing, equipment, materials and supplies for assigned activities; monitors and approves expenditures; implements midyear adjustments.
- Administers and monitors contracts for consulting services relating to Public Services operations.
- Review of grant services for assigned areas, already prepared by others, by providing the needed assistance to staff completing grant applications.
- Represents the division to outside groups and organizations; participates in outside community and professional groups and committees; provides analytical and technical assistance as necessary.
- Serves as staff liaison to various commissions and committees on Public Services matters as assigned; assists in providing technical support as necessary.
- Receives and responds to public inquiries, requests for assistance and complaints regarding assigned Public Services activities; participates in public meetings as necessary.
- Performs general administrative work as required, including but not limited to preparing reports and correspondence, entering computer data, etc.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff and the public.
- Administers landscape and lighting district activities.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking on slippery, level and uneven surfaces, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. The position also requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The nature of the work also requires the incumbent to drive motorized vehicles. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

The education and experience that has provided the knowledge, skills and abilities necessary for a **Public Services Maintenance Services Manager** to perform the essential functions of the job. Qualifications include the equivalent of six years of increasingly responsible experience related to Public Services, including expertise in a supervisory or management capacity, and/or a bachelor's degree in business, public administration or a related field.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Principles and practices of municipal Public Services including streets, airport, transit, fleet, buildings and parks maintenance; including the planning, design, construction and inspection of municipal Public Services; legal, financial, and public relations issues associated with a Public Services division; organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs; recent developments, current literature, and sources of information regarding Public Services practices; methods and techniques of contract negotiation and administration; basic principles and practices of program and budget development, administration and evaluation; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; read, decipher and understand plans and specifications for infrastructure components; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide effective leadership and coordinate the activities of assigned Public Services staff; plan and organize efficient and effective work schedules; evaluate existing systems and procedures for improvement; analyze, interpret, summarize and present administrative and technical information and data in an effective manner; read and interpret maps, sketches, drawings, specifications and technical manuals; negotiate and oversee contracts; represent the interests of the City in the community and at professional meetings as required; plan and administer budgets for assigned projects and activities; operate personal computers and related software programs, specifically software to assist in the operation of Public Services functions including purchasing, work orders, and inventory; gain cooperation through discussion and persuasion; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze complex issues, and develop and implement appropriate responses; follow written and oral directions; observe safety principles and work in a safe manner; communicate

clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.

**FLSA:**

Exempt

**Employee**

Mid Management/Confidential Self-Represented Unit

**Group:**