GENERAL STATEMENT OF CLASS DUTIES

Directs a Fleet Management Division in a city department including developing annual and multi-year work plans and strategies, ensures resources are available to achieve work plans, resolves complex business issues, and establishes management practices and processes that ensure the accomplishment of performance standards.

DISTINGUISHING CHARACTERISTICS

There are three general management classes (Manager, Director, and Executive) and specific individual management classes such as the Director of Fleet Management. The Manager is a first level management class. A Manager oversees work groups/areas within a division or agency and is generally responsible for supervising first or second line supervisors and/or individual contributors. A Manager position is operationally and/or functionally focused.

The Director is a mid-level management class. A Director manages a division or agency and is generally responsible for supervising managers, supervisors, and individual contributors. A Director position is operationally and/or functionally focused as well as strategically focused.

The Executive is the highest level of management class in the city other than appointees or elected officials. An Executive directs multiple divisions and is generally responsible for supervising directors, managers, supervisors, and individual contributors. An Executive position is strategically focused.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated mission, vision, and objectives for the organization.

Work assignment is unstructured. Employee is responsible for developing, directing, and managing outcomes and multi-year strategies in order to achieve the objectives of the division/agency.

Duties performed involve weighing and evaluating multiple, complex factors requiring a high degree of judgment, analytical ability, and problem solving.

Employee is responsible for managing multiple operations or functions, generally with city-wide responsibilities, that require developing and implementing strategies, business plans, and policies; determining required resources; defining and evaluating agency/division performance standards; and resolving complex business problems.

Level of Supervision Received and Quality Review:

Responsible and accountable for driving a business strategy and achieving results for a division/agency with multiple functions or units.
Work is reviewed for soundness of judgment and conclusions, fiscal accountability, and the attainment of goals and objectives of the organization.

**Interpersonal Communications and Purpose:**

Communication at this level is internally and externally focused. Involves establishing and maintaining effective, collaborative working relationships with employees, peers, and other stakeholders including appointed and elected officials. Provides information and negotiates solutions to business issues that have major consequences or long term significance.

**Level of Supervision Exercised:**

Directs a division of a department by supervising managers, supervisors, and other individual contributors.

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**ESSENTIAL DUTIES**

Directs a Fleet Management Division which is responsible for maintaining city vehicles and equipment, capital replacement, surplus vehicles and equipment, and the fuel management program.

Develops methods for extending the life of city vehicles and equipment while minimizing expenses. Develops and implements systems, procedures, and a comprehensive long-term replacement program and coordinates these activities with other divisions and departments.

Manages division operations in conformance with environmental laws and regulations regarding the storage and disposal of hazardous materials and associated permitting requirements.

Develops annual and multi-year work plans and strategies to meet business needs. Develops and directs the implementation of goals, objectives, policies, procedures, and work standards to ensure success.

Communicates business and work area plans and goals to managers and/or supervisors to secure buy-in. Reviews, approves, and implements recommended changes to plans and leads the development of process and/or operational improvements.

Prioritizes and allocates resources to achieve strategies. Utilizes resources to develop or expand services and/or operation. Ensures resources are utilized appropriately and do not exceed the established budget without approval.

Creates and administers policies and integrates work group procedures across work areas for consistency.

Resolves sensitive, controversial issues by making decisions that are inclusive of multiple perspectives.

Represents the division/department in meetings with elected and/or appointed officials and other city entities. Serves as the city representative with a variety of public, business, and community organizations. Fosters collaborative relationships to the benefit of the organization.

Reviews and approves performance metrics established by supervisors/managers. Assists staff in the achievement of performance standards while identifying opportunities for continual improvement.

Resolves escalated employee or citizen complaints including long-term resolutions in problem areas.
Selects, trains, develops, and evaluates subordinate staff. Makes decisions on hiring, terminations, promotions, and disciplinary actions as required.

Develops and monitors the budget and oversees financial well-being by analyzing cost effectiveness. Directs cost control activities.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### MINIMUM QUALIFICATIONS

**Competencies, Knowledge, & Skills:**

**Building Trust:** Creates a climate that fosters personal investment and excellence. Instills mutual respect, trust, and confidence.

**Ethics and Values:** Behaves in a fair and ethical manner toward others and demonstrates a sense of corporate responsibility and commitment to public service. Creates a culture that fosters high standards of ethics. Responds immediately to all reports of unethical behavior or conflicts of interest.

**Inclusivity:** Recognizes the value of diverse perspectives and experience and fosters a work environment reflective of the community at large. Values individuality and helps staff to work to their strengths.

**Personal, Professional, & Behavioral Integrity:** Maintains appropriate levels of authenticity in organizational practices. Demonstrates an obligation or willingness to accept responsibility for actions. Functions as a role model and acts as a mentor to other employees around stated values and what is needed to align the organization.

**Courage, Candor, and Composure:** Displays a calm and collected demeanor in crisis situation, and can diffuse high-tension situations.

**Political Savvy:** Demonstrates competency in building and leveraging channels and networks. Develops constructive and effective relationships.

**Strategic Vision & Purpose:** Approaches each problem/situation with a clear perception of organizational and political reality, recognizes the impact of alternative courses of action, and develops efficient tactics to accomplish tasks. Creates and sustains an organizational culture which encourages others to provide the quality of service essential to high performance.

**Motivation:** Serves as a transformational leader for the organization by leading change and by demonstrating the desired behavior. Communicates a compelling and inspired vision that motivates the team, division, or organization to excellence.

**Handling Ambiguity:** Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.
Delegation: Establishes a system for creating objectives and responsibilities for self-direction and for others in order to successfully drive results.

Manage & Measure Work: Articulates clear objectives and measures in a manner understood by all team members. Demonstrates effective strategies to organize people and activities.

Priority Setting: Uses cost-benefit thinking to set priorities.

Process/Resource Management: Monitors processes, progress, and results. Prepares, justifies, and/or administers resources for the project scope. Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program performance. Develops strategies using new technology to enhance decision making. Understands the impact of technological changes on the organization.

Develops Others & Self: Is actively engaged with the development of the team through construction of meaningful development plans, and ensures progress is made through the performance management lifecycle. Maintains the ability and willingness to self-evaluate, self-direct, and recognizes opportunities for self-learning and development.

Functional/Technical Skills: Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise.

Interview, Select, and Retain Top Talent: Is able to make sound hiring and capital resources decisions and demonstrates a competency to address training and development needs. Understands linkages between administrative competencies and mission needs.

Building Effective Teams: Initiates and manages cultural change within the organization to impact organizational effectiveness. Values cultural diversity and other individual differences in the workforce. Ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner. Facilitates an open exchange of ideas and fosters an atmosphere of open communication.

Coaching, Mentoring, and Counseling: Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations. Is tactful, compassionate, and sensitive and treats others with respect.

Decision Quality: Exercises good judgment by making sound and well-informed decisions. Distinguishes between relevant and irrelevant information to make logical decisions. Makes effective and timely decisions, even when data are limited or solutions produce unpleasant consequences. Perceives the impact and implications of decisions. Is proactive and achievement oriented.

Problem Solving & Analysis: Identifies and analyzes problems; identifies and confronts critical development issues and barriers. Helps others to recognize their areas of weakness in a constructive, beneficial manner. Uses a variety of methods (metrics, measurements, etc.) to help individuals attain higher levels of performance. Provides solutions to individual and organizational problems with tact and timing.

Peer Relationships: Consistently develops and sustains cooperative working relationships. Fosters commitment, team spirit, pride, and trust.

Compassion & Approachability: Develops leadership in others through encouragement, mentoring, rewarding, and guiding employees. Encourages and facilitates cooperation, pride, trust, and group identity. Inspires, motivates, and guides others towards goal accomplishments.
Conflict Management: Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact. Demonstrates the capability to negotiate tough agreements and settle disputes to achieve optimal outcomes.

Customer Service: Works with internal/external customers to assess needs, provide assistance, resolves problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Interpersonal Savvy: Shows understanding, courtesy, tact, empathy, and concern. Relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

- Sitting: remaining in the normal seated position.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.

Working Environment:

- Pressure due to multiple calls and inquiries.
- Subject to many interruptions.
- Subject to varying and unpredictable situations.
- Subject to long irregular hours.

Education Requirement:

Bachelor’s Degree in a related field based on a specific position(s).

Experience Requirement:

Five years of experience at the type and level of Manager.

Education/Experience Equivalency:

Two years of the appropriate type and level of experience will serve as an equivalency to one year of education. In lieu of a Bachelor's Degree, eight years of relevant experience can be substituted.

A Master's Degree may be substituted for one year of experience.

Licensure and/or Certification:

None
**CLASS DETAIL**

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