General Statement of Duties

Manages daily fleet operations that include implementing work plans based on annual goals and the strategic plan; resolves citizen, operational, and management issues; and achieves goals while ensuring resources are utilized appropriately and safely. Leads supervisors and technicians in performing preventative maintenance, troubleshooting, diagnosis, repair, and overhaul of a wide variety of diesel, gasoline, and alternative/hybrid equipment.

Distinguishing Characteristics

This class is a first level management class who oversees work groups/areas within a division or agency and is generally responsible for supervising supervisors and/or individual contributors. A Manager is operationally and functionally focused.

This class is distinguished from the Director of Fleet Management, a “core” mid-level management class. The Director of Fleet Maintenance directs the fleet division and is generally responsible for supervising managers, supervisors, and individual contributors. A Director is operationally, functionally, and/or strategically focused with primary emphasis on operations.

The Manager is distinguished from Fleet Technician Supervisors who are responsible for the day-to-day responsibilities of a work unit.

Guidelines, Difficulty and Decision-Making Level

Guidelines are in the form of stated outcomes for the agency/division. Determines how organizational goals and objectives are best implemented; translates objectives and vision into outcomes.

Work assignment is unstructured and employee is responsible for implementing and managing a variety of objectives, resources, and strategies to achieve the goals of the division or agency. Duties performed include operational and organizational planning, developing standards, schedules, priorities, guidelines, processes, measurement (evaluation) systems, implementation of production and performance management standards, and allocating resources.

Employee is responsible for implementing operational goals and objectives for the management of a range of complex divisions and/or city wide responsibilities and overall functions in which several projects and programs may be in progress with simultaneous, multiple resource involvement. Develops solutions to organizational and operational problems, responsible for organizational management (development, staffing, and conflict), and allocating resources.

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

Level of Supervision Received & Quality Review

Responsible for achieving the work objectives of an organizational unit(s) within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work.
Work is reviewed for soundness of judgment, feasibility of decisions, and work production based on defined performance standards.

**Interpersonal Communication & Purpose**

Communication at this level is internally focused and involves establishing and maintaining effective working relationships with team(s), related work areas, and higher level managers. Provides guidance and interpretation of the organization’s policies, procedures, and standards. Provides information to higher level managers and elected and appointed officials.

**Level of Supervision Exercised**

Manages a work group(s) within a division by supervising supervisors and/or individual contributors.

**Essential Duties**

Manages a fleet management section which is responsible for maintaining city vehicles and equipment, capital replacement, surplus vehicles and equipment, and the fuel management program. Represents the section’s positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Assists with developing 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 section operations in conformance with environmental laws and regulations regarding the storage and disposal of hazardous materials and associated permitting requirements.

Tracks and monitors maintenance trends. Identifies patterns and initiates corrective actions, utilizes benchmarking and revises procedures to improve effectiveness and eliminate deficiencies. Prepares and presents data to management team.

Manages section safety and environmental compliance programs. Ensures compliance to standards and coordinates inspections. Responds to and evaluates safety concerns and remediation plans.

Implements initiatives, and achieves goals, objectives, and key performance indicators (KPIs) for the section. Optimizes performance of the section by meeting or exceeding the established KPI performance benchmarks.

Organizes and applies section’s standards, procedures, systems and guidelines.

Implements policies, programs, operating procedures and practices for the section and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning. Establishes performance expectations and standards for section’s employees to achieve or exceed performance metrics and to prepare employees for the future.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

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

**Competencies**

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Delivering Results and Meeting Customer Expectations - Focuses on customer needs and satisfaction. Sets high standards for quality, quantity and timelines. Consistently achieves project goals.

Leading and Coaching - Provides others with a clear direction, motivation, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Political Savvy - Identifies the internal and external politics that impact the work of the organization. Perceives organizational and political reality and acts accordingly.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict.

**Knowledge & Skills**

None

**Education Requirement**

Bachelor’s Degree.

**Experience Requirement**

Three (3) years of supervisory experience.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

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

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)
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.
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-814
FLSA Code: Y
Management Level: 5
Established Date: 9/21/2018
Established By: Blair Malloy
Revised Date:
Revised By:
Class History: