

CITY OF TUALATIN

Classification Description

Job Title: Maintenance Services Manager
Department: Operations
Reports To: Operations Director
FLSA Status: Non Exempt

SUMMARY: Coordinates, assigns, supervises, directs and inspects the operation and maintenance of the City's facilities and fleet maintenance programs, employees, and contracts; develops and implement work plans, reviews work in progress and upon completion inspects for conformance to quality and contractual standards; performs related work as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned. Recruits, hires, directs and supervises employees engaged in the construction, maintenance and repair of city buildings, facilities and fleet. Evaluates full and part-time personnel to perform work related to the Maintenance Services Division.

Prepares short and long-term projects and work assignments; maintains records of materials and equipment used and work accomplished; maintains time sheets and other work and personnel reports as required.

Instruct employees in the appropriate materials, methods, tools, equipment and practices of the trade. Supervises and participates in large or difficult building maintenance projects.

Develops Maintenance Services Division's annual and five-year budget and presents for review to the Operations Director. Assist in developing long-range plans.

Participates in the design and review of building and facility plans to ensure the efficient implementation by maintenance employees and contractors engaged in construction projects.

Ensures maintenance of buildings, facilities and fleet in safe condition, ensuring compliance with state and federal regulations and safety requirements.

Reviews work performance of contractors to ensure compliance with contractual responsibilities.

Orders supplies and stock. Develops specifications, and receives and analyzes various bids for the purchase of Maintenance Services work. Negotiates and administers contracts with vendors for various related activities.

Provides technical assistance regarding the use, maintenance, purchase and disposal of vehicles and equipment.

Performs repair and maintenance welding as necessary. Designs, lies out and fabricates parts and special applications.

Performs emergency road service and field repairs to vehicles, equipment and City facilities such as pump stations, playground equipment, etc. Uses a wide variety of testing equipment.

Operates a variety of light and moderately heavy equipment. Drives to city facilities, vendors, training programs, and local and regional meetings as necessary.

SUPERVISORY RESPONSIBILITIES: Directly supervises employees in the Maintenance Services Division. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Supervises contractors engaged in building maintenance projects or activities.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Change Management - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

Crisis Management – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Managing People - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should be able to operate a personal computer and have knowledge of Database software and Spreadsheet software.

Certificates, Licenses, Registrations: Possession of, or the ability to secure possession of within six months, a valid Oregon Commercial driver's license and First Aid and CPR certification. Specific assignments may require possession of, or the ability to secure, state certification for performing assigned duties.

Other Skills and Abilities: Thorough knowledge of the methods, materials, tools and standard practices of the welding, machinist, automotive, construction equipment and the mechanic trade. Thorough knowledge in diagnosis of mechanical troubles. Considerable knowledge of the materials, equipment, methods and

techniques used in the construction, maintenance and operation of buildings and facilities including carpentry, plumbing, limited electrical, and heating, ventilation and air conditioning systems. Considerable skill in identifying the tasks, methods, materials, equipment, and safety procedures utilized in the proper execution of building and facility maintenance. Knowledge of contract administration including negotiations, and specification preparation.

Ability to plan, review and supervise employees performing various functions related to the general fields. Ability to maintain accurate inventory, personnel and work records. Ability to establish and maintain effective working relationships with contractors, manufacturer's representatives, public officials, City employees and the general public.

EDUCATION and/or EXPERIENCE: A minimum of five years of progressively responsible experience in the building maintenance/construction field and automotive/equipment maintenance field, including a minimum of two years of full-time supervisory work. Education equivalent to high school diploma and two years of technical vocational training in automotive mechanics, electrical and welding. Any satisfactory equivalent combination of education and experience, which ensures the ability to perform the work, may substitute for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here 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 functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; sit; reach with hands and arms; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to climb or balance. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions; extreme cold; extreme heat; risk of electrical shock, vibration and explosion. The noise level in the work environment is usually loud.