

FLEET PROGRAM MANAGER

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and professional work in developing and directing Fleet Service Division programs and services both directly and through lower-level supervisors. This position effectively integrates technical (fleet equipment) and professional (analytic) skills in the development of an effective fleet service management program. This program incorporates the preparation of technical equipment specifications and capital asset purchasing, the development of program repair/maintenance standards and protocols, and the distribution/allocation of associated costs to users. The position is responsible for all aspects of Fleet policy and budget development and implementation in alignment with Mayoral sustainability goals. Under the general supervision of the Fleet Service Superintendent, the employee exercises considerable judgment and discretion in meeting operational objectives through the coordination of various division-wide special services. This position works closely with the Fleet Operations Manager ensuring the seamless integration of equipment into the operating fleet.

Examples of Duties and Responsibilities:

Prepare technical specifications for the purchase of a wide variety of City fleet equipment and supplies, and oversee the entire purchasing process for capital assets. Meet with users and equipment suppliers to determine equipment needs. Maintain an awareness of related technological advancements and service implications. Conduct related tests and analytic studies to establish pertinent standards and to achieve measurable efficiencies and cost savings. Utilize information technology methods in an ongoing assessment of fleet service programs and the development of pertinent strategies. Maintain awareness of emerging technology and recommend appropriate strategies to take advantage of new technology.

Create and/or coordinate the development and implementation of divisional policies. Assess overall impact of policies and procedures within Fleet Service. Ensure consistent application of policies and contractual provisions by lower-level supervisors. Under the direction of the Fleet Superintendent, participating in development, and responsible for implementation of the annual work planning process for Fleet.

Perform long- and short-range planning activities. Develop, recommend, and justify operating and capital budgetary requests. Oversee budget administration. Oversee accounting for any budgetary impacts and appropriate costing both in planning and implementation of the budget. Present implications of budgetary decisions including assessing and advising on operational impacts to agencies to ensure Fleet operational charges are clearly communicated to decision makers. Project future budget needs to

ensure organizational and agency needs are met and provide projection information through the budget process.

Work closely with user agencies in identifying program requirements. Provide liaison and coordination between user agencies and Fleet Service personnel, i.e., working with the Operations Manager for special order parts and stocking levels for parts and supplies. Develop and implement effective processes and procedures to meet user maintenance requirements. Develop and/or policy enhancements. Communicate with other agencies policy and procedural changes related that may impact agencies or the Fleet Division. Develop, improve, and maintain standard operating procedures for full fleet operations.

Oversee Fleet Service administration. Oversee training requirements for all division staff and maintain related records. Coordinate Division training needs with Human Resources. Evaluate and recommend the purchase of special tools, equipment and OEM computer software needed for fleet maintenance. Serve as primary contact for activation of emergency call-in procedures. Coordinate equipment warranty claims. Serve as Safety Program Coordinator for the Fleet Service, and coordinate fleet preventative maintenance program follow through and enhancement. Oversee development and implementation of new training and skill development necessary with implementation of new technologies, including training related to performance of staff.

Coordinate the new vehicle check-in process and installation of additional equipment required. Collect, document, manage and disseminate information on new vehicles and equipment.

Under the general oversight of, or in the absence of the Fleet Superintendent, oversee and approve all hiring, firing, administrative actions, promotions, staffing, disciplinary decisions. Further perform all labor management related activities including grievance handling, meeting and conferring with Association or Union related staff. Provide guidance to centralized Human Resources staff on memorandums of understanding and implications of handbook impacts or needed modifications.

Work closely with vendors. Get cost estimates and quotes. Facilitate warranty repairs, process requisitions, and purchase orders. Inspect vendor repairs for adequacy.

Work with the Mayor's Office and Sustainability staff to ensure Fleet Division alignment with initiatives and goals around sustainability.

Manage a wide variety of City fleet equipment and supplies. Prepare technical specifications for the purchase of equipment and supplies. Conduct related tests and analytic studies to establish standards and achieve measurable efficiencies and cost savings.

Oversee fueling system. Communicate and resolve issues with the fueling system vendor, maintain reports and act as site manager for all fuel questions and concerns.

Oversee building maintenance and repairs including phone system. Manage facility planning.

Coordinate and oversee GPS program. GPS including development of the GPS program policies and impacts. Serve as contact for questions and concerns and act as liaison between user and vendor. Work with other agencies to address issues across the organization related to use of vehicles in alignment with GPS program.

Oversee Fleet Service billing. Prepare, review, and submit internal and external billings. Prepare and design computer-generated reports, as required. In the absence of the Fleet Superintendent, provide responses to media inquiries and ensure external communications of Fleet projects and successes/

Represent the Fleet Service before public and administrative boards. Participate in management staff meetings, labor management meetings and contract negotiation meetings. Conduct periodic staff meetings.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of the principles, techniques, equipment, tools and materials utilized in the maintenance and repair of automotive and construction equipment. Working knowledge of fleet maintenance operations, inventory management and administrative considerations. Working knowledge of related trade standards, vendor agreement considerations and warranty administration. Working knowledge of the full range of supervisory principles and practices, including labor relations and human resource management. Working knowledge of and ability to use computer applications/systems relevant to fleet management. Working knowledge of business management and public administration principles and practices relating to budgeting, purchasing, personnel, public financing, affirmative action, etc. Ability to plan, assign, supervise, coordinate and evaluate automotive maintenance and repair services at diverse sites. Ability to develop and implement operational policies, procedures, general practices, and work standards. Ability to develop, promote and coordinate in-house safety activities. Ability to prepare necessary reports and to maintain records and inventories as required, including using related computer applications. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with co-workers, lower-levels, vendors, customers and the public. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Four years of responsible and varied supervisory experience in overseeing advanced level automotive maintenance activities. Such experience would normally be gained after graduation with a Bachelor's degree in Business Administration, Management,

Public Administration, or related degree. However, possession of a vocational or technical school degree in automotive repair or a related degree and an additional two years of advanced level automotive maintenance experience may be substituted for the four-year degree requirement. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Possession of a valid driver's license or the ability to meet the transportation requirements of this position.

Physical Requirements:

Employees in this classification will be expected to lift objects weighing up to 25 pounds on a regular basis and up to 75 pounds on occasion or with another employee. Work takes place in a automotive garage setting with loud noises present. The incumbent will have an office and will be expected to use standard office equipment such as computer, telephone, fax machine, and copier.

Department/Division	Comp. Group	Range
Fleet Service	18	13

Approved: _____
Erin Hillson
Human Resources Director

Date