

FLEET OPERATIONS 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 develops and manages a comprehensive and diverse, service, parts and supply program (at multiple sites) in support of the City's centralized fleet. Under the general supervision of the Fleet Service Superintendent, the employee exercises considerable judgment and discretion in identifying cost effective and utilitarian methods of procuring, stocking, issuing, and inventorying fleet parts and related supplies. This position is responsible for full Fleet staffing oversight including hiring, developing, and evaluating staff, as well as completing all aspects of employee and labor management relations. This position works closely with the Fleet Program Manager ensuring the seamless integration of equipment into the operating fleet.

Examples of Duties and Responsibilities:

Manage the Service and Parts Departments. Direct day-to-day activities of the division through lower-level supervisors. Manage and coordinate the operations of satellite garages and related office staff functions. Manage the utilization and maintenance of vehicles, facilities and stores inventory. Hire, train, assign, evaluate and discipline staff through lower-level supervisors. Respond or assist supervisors in responding to employee grievances and concerns. Establish operational priorities and respond to unusual or emergency conditions, as required. Schedule inspection, service and repair of equipment and provide close customer support.

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. Perform long- and short-range planning activities. Under the direction of the Fleet Superintendent, participating in development, and responsible for implementation of the annual work planning process for Fleet.

Develop, recommend, and justify operating and capital budgetary requests. Oversee budget administration. Attend staff or committee meetings to represent Fleet Service, as assigned.

Plan and direct Fleet Service parts functions (at multiple sites) to include procurement, delivery/receiving, inventory control and issuance of parts. Identify products and vendors based on cost effective criteria and utility. Prepare product and service specifications.

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 and supervise the programs, activities and staff for maintenance of the operations of the Fleet Service. Hire, train, assign, counsel and evaluate skilled and semi-skilled automotive repair personnel. Develop and maintain effective employee relations and receive and respond to employee grievances. Oversee the FMLA and Worker's Compensation programs within Fleet Services. Monitor employee FMLA and other leave use, CDL requirements, and drug/alcohol testing processes. Oversee development and implementation of new training and skill development necessary with implementation of new technologies, including training related to performance of staff.

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. Develop and maintain contacts with vendors; order or oversee the ordering of parts for stock; and process appropriate requisitions, invoices, etc. Maintain orderly flow of related documents with other City agencies such as Purchasing and Finance. Prepare related correspondence and reports.

Oversee development, maintenance and training of the computerized information management system. Act as liaison with Information Technology for hardware, software, network support and infrastructure for fleet operations. Provide technical expertise in formulating and manipulating a specialized information management system in order to establish cost-effective processes and operational efficiencies.

Assist in the development of preventive maintenance levels of service based on vehicle or equipment type, manufacturers' recommendations and maintenance history. Communicate information to appropriate staff.

Work with other agencies to address issues across the organization related to use of vehicles in alignment with GPS program.

Review all material/supply purchases for Fleet Service, including LPOs and purchase order transactions. Review all purchase card transactions. Reconcile and approve monthly purchase card statements. Oversee management of hundreds of new invoices kept onsite monthly. Reconcile petty cash receipts, create and monitor annual purchase orders for ongoing services from vendors who don't accept credit cards. Collect, document, manage and disseminate information on new vehicles and equipment.

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 employee 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