



City of Laguna Niguel Job Description

MAINTENANCE SERVICES MANAGER

Executive and Management Group
FLSA: Exempt

DEFINITION

Under administrative direction, plan, oversee, manage, direct and coordinate the activities and operations of all maintenance services within the Public Works Department, including all City facilities, equipment, street maintenance and repair, median landscaping, parks, trails, tree services, street sweeping and signage and environmental sanitation and compliance, including the development and administration of maintenance and capital contracts.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Public Works Director. Exercises supervision over Public Works Superintendents and maintenance staff.

EXAMPLES OF IMPORTANT DUTIES AND RESPONSIBILITIES

Important responsibilities and duties may include, but are not limited to, the following:

- ◆ Assume full management responsibility for all services and activities relating to city facility and equipment maintenance, street maintenance and repair, park, trails, trees and median landscaping, environmental services and construction work performed by contractors.
- ◆ Direct and supervise all Public Works superintendents and maintenance staff.
- ◆ Develop, negotiate and monitor complex Request for Proposals; administer and manage maintenance service programs and contracts and capital project contracts.
- ◆ Review plans and quality of work completed on all buildings, equipment, parks, parkways and roadways.
- ◆ Estimate labor and material costs for maintenance, repair, compliance in all maintenance and environmental service programs.
- ◆ Direct and set priorities for on-going street maintenance, parks and landscape maintenance and street maintenance contracts, environmental sanitation and compliance, meeting regularly with contractors to ensure contract requirements are met.
- ◆ Implements preventative maintenance programs in all maintenance areas.
- ◆ Manage and oversee the strategic planning and development and implementation of goals, objectives, policies and priorities for services; recommends and administers policies and procedures.
- ◆ Ensure compliance with building codes, safety regulations, ordinances, and plans and specifications for maintenance services and construction.
- ◆ Prepare reports, make presentations and participate in meetings with the City Council, Traffic Commission, Planning Commission, City staff, public officials, professional organizations, contractors and outside agencies regarding maintenance and environmental sanitation and compliance.

- ◆ Assist in the development and implementation of the Department's budget, goals, objectives, policies and priorities; establish, within City policy, appropriate service and staffing levels; allocate resources accordingly.
- ◆ Plan, manage and coordinate through subordinate staff, the Department's work plan; meet with staff to identify and resolve problems; assign projects and programmatic areas of responsibility; review and evaluate work methods and procedures.
- ◆ Serve as liaison to all Public Works Department partner agencies and outside entities.
- ◆ Select, train, motivate and evaluate Department personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures; and respond to staff questions and concerns.
- ◆ Ensure that safety and loss control programs are operational; protect city property to provide for the safety of the public.
- ◆ Facilitate coordination of maintenance activities with other City Departments.
- ◆ Investigate and respond to citizen complaints and inquiries related to maintenance services.
- ◆ Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

- ◆ Methods, practices, and equipment used in maintenance services and activities.
- ◆ Thorough knowledge of pertinent Federal, State, AQMD, and local policies, codes, laws, and regulations affecting maintenance services and construction.
- ◆ Considerable skill in reading and interpreting complex construction plans.
- ◆ Methods and techniques for writing and presentations, contract negotiations, business correspondence and information distribution; research and reporting methods, techniques and procedures.
- ◆ Advanced principles and practices of municipal budget preparation and administration.
- ◆ Principles of personnel management including supervision, training and performance evaluation.
- ◆ Public works contract administration, including the process of contract preparation, contractor selection, administration of contract work, change order, disputes, claims, and closing of contracts.
- ◆ Modern office methods, procedures, and computer equipment.
- ◆ General principles of risk management related to maintenance services.
- ◆ Safe work and driving principles and practices.

Ability to:

- ◆ Provide administrative and professional leadership and management of the maintenance staff.
- ◆ Plan, organize, manage, schedule and coordinate the work of contractors and maintenance staff; allocate limited resources in a cost effective manner.
- ◆ Apply administrative and technical knowledge to assure compliance with contracts; follow proper inspection techniques to examine workmanship and materials; detect deviations from plans, regulations, and standard construction practices.

- ◆ Assess the effectiveness of service delivery methods and procedures and promote process, policy and procedural improvements.
- ◆ Communicate clearly and concisely, both orally and in writing.
- ◆ Establish and maintain cooperative working relationships.
- ◆ Work independently without supervision.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to a Bachelor's degree from an accredited college or university courses in public works administration, contract management, construction technology, or a closely related field.

Seven years of responsible professional-level public works maintenance experience, including at least three years of supervisory experience is required.

Licenses:

Possession of a valid California Driver's License and an acceptable driving record.

PHYSICAL DEMANDS

The physical demands described here represent those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed equally in office and field settings. Some outdoor work is required in the inspections of public works maintenance activities. Hand-eye coordination is necessary to operate testing instruments, computers, and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand and walk; use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch, crawl, talk, or hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing 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 occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, vibration, traffic, heights on scaffolding and ladders for specific

assignments, work in confined spaces, on slippery or uneven surfaces, and work around construction and maintenance equipment.

The noise level in the work environment is usually moderate.