

**MAINTENANCE SERVICES MANAGER**  
**PUBLIC WORKS ADMINISTRATIVE MANAGER**

**Definition:**

Under general direction plans, organizes and manages the administrative function of the **Public Works Maintenance Services** Department; is responsible for **various environmental programs such as** multi-department administration of the City's National Pollutant Discharge Elimination System (NPDES), **Air Quality Management District requirements** ~~Air Quality Management District requirements~~, water conservation, ~~water conservation, etc.~~; and the Sewer System Overflow (SSO) prevention program, **and development and implementation** ~~development and implementation of management of the the Department's performance reporting; performance audit program and management of the City's non-emergency telephone system;~~ prepares, monitors and manages the department budget; assists in the operation of a variety of activities and performs related work as required.

**Essential Duties and Responsibilities:**

The **following** ~~following~~ responsibilities and essential duties **are** performed on a frequent and recurring basis by an incumbent ~~include the following~~. **These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

**Plans, directs and coordinates solutions to critical issues and activities as assigned by the Director of ~~r~~Public Works.**

**Oversees and ~~personally~~ conducts research and analysis of complex, sensitive and controversial issues and problems related to Public Works.**

**~~f~~Formulates innovative and successful strategies and recommends actions to effectively meet city and department goals and objectives.**

**Establishes and maintains effective relationships and communicates with city management and other staff, other entities, special interest groups, and the community to receive input and hear concerns to enhance the ability to provide appropriate and effective services.**

**Researches, prepares and approves a variety of oral and written correspondence, reports, resolutions, ordinances, contracts, memos, presentation materials and other related documents and statistical information regarding an array of Public Works issues and subjects for the department director, the general public, city officials and other interested individuals and groups.**

**Makes presentations ~~s~~ to variety of groups, the public, other agencies, and legislative bodies; conducts a variety of meetings and serves as a departmental or City representative at meetings as assigned; conducts safety and public**

meetings with City staff and represents the City and department/division at staff, public and professional meetings/conferences.

~~Prepares and approves a variety of correspondence, reports and statistical information regarding an array of Public works issues and subjects for the department director, the general public, city officials and other interested individuals and groups.~~

Continuously monitors and evaluates the efficiency and/or effectiveness of service delivery methods, program results, and ~~procedures.~~ **Assesses** procedures; assesses support systems for programs, the effectiveness of key relationships, and identifies and implements improvements.

Oversees legislative analysis for the Public Works Department and coordinates appropriate action with the City Manager's Office; ~~;~~

~~m~~**Monitors**, assesses and reports on important legal decisions and emerging public works issues impacting the City.

Receives and responds to requests for public information as directed by the Director of Public Works ~~Department Director;~~ ~~;~~ **R**esponds to citizen inquiries or complaints on a variety of complex and sensitive topics related to Public Works and recommends appropriate solutions.

~~Researches, prepares and presents oral and written reports, correspondence, resolutions, ordinances, contracts, memos, presentation materials and other related documents.~~

Communicates frequently on behalf of the Director of Public Works ~~Director~~ with the City Manager, Deputy ~~Assistant~~ City Managers, department directors, managers and other staff, and members of the general public, as well as interfaces with representatives of other entities, and contract provider managers and staff.

Maintains current knowledge of best practices for public administration, management and problem resolution; state and local laws and regulations; community needs and trends; and City policies and procedures.

~~Plans, organizes, manages and evaluates the functions of the Administration Division of the Maintenance Services Department~~ **Public Works Department with a strong focus on the maintenance services areas including but not limited to building, facilities, streetlights, landscape maintenance, water operations, sewer operations, stormwater, fleet, airport.** Serves as the Department's environmental lead in areas such as energy, waste, water conservation, stormwater, air quality, etc.; ~~;~~ **a**ssists in the ~~M~~management of the department's National Pollutant Discharge Elimination System (NPDES) permit compliance program and multi-department administration of the citywide NPDES. ~~Manages the administration of the City's Storm Sewer Overflow (SSO)~~ **O** program to include program design and implementation.

~~Develops.~~ **Manages** the Maintenance Department's formal performance audit program in compliance with the United States General Accounting Office (GAO) and ensures that all related reports and audits meet professional standards. ~~Manages the City's non-emergency telephone system.~~ **manages, and updates the Department's emergency preparedness program.** ~~;~~

Leads departmental studies including organizational structure reviews and oversees cost-of-service-/other professional consulting service contracts; responsible for development, implementation, and oversight of contracts such as Citywide custodial services.

~~Responsible for development, implementation, and oversight of contracts such as Citywide custodial services;~~

~~Assists in the review of service delivery methods and, working with other team members, makes recommendations for improvement;~~ Prepares, ~~monitors~~ **monitors**, and manages the departmental budget and recommends and evaluates capital, ~~personnel~~ **personnel**, and operating budget outlays; ~~Approves requisitions for materials, supplies and equipment.~~ Approves requisitions for materials, supplies and equipment.

Manages the selection, training, supervision and evaluation of assigned employees.

**Ensures compliance with regulatoryions compliance s** such as Department of Industrial Relations, California Contracts Code, etc.;

~~Establishes and reviews division objectives, standardsstandards, and procedures. Investigates service requests andpublic complaints as needed.~~

Manages the department's customer service program to include performing customer surveys, providing staff training and development of customer ~~literature~~ **outreach materials and programs.**

Coordinates work projects, **including the maintenance management (work order) system**, with other divisions and departments as applicable.

~~Conducts safety and public meetings with City staff and represents the City and department/division at staff, public and professional meetings/conferences and makes oralpresentations.~~

**Identifies grant funding opportunities; a-As appropriate, appliesy, obtains, and implements grants including compliance with any grant regulations.**

~~Approves requisitions for materials, supplies and equipment.~~

~~Prepares andanalyzes division activity, performance and safety reports and maintains comprehensive logs, files, reports and related material. Researches, compiles, organizes and interprets a wide variety of data and makes oral and written presentations. Independently composes and issues correspondence and prepares a variety of reports. Prepares reports/materials for and presents to various legislative bodies. Conducts a variety of meetings and serves as a departmental or City representative at meetings as assigned.~~

Conducts on-site inspections of project/program work as needed.

Operates a personal computer and uses applicable software.  
Drives a vehicle on City business.

#### Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and move boxes of files and records weighing 30 pounds or less.

**Class Characteristics:**

**Public Works Administrative** ~~Maintenance Services~~ Manager is a single incumbent division manager position within the ~~Maintenance Services~~ **Public Works** Department and has broad responsibility for the safe, efficient, and effective administration of division activities.

**Contacts and Relationships:**

The **Public Works Administrative** ~~Maintenance Services~~ Manager establishes and maintains contact with ~~Maintenance Department~~ **Public Works Department** staff and staff in other City departments. Additional contacts are established and maintained with a variety of individuals to include **City Council, Commissioners, Committee Members**, contractors, vendors, user groups, interest groups, **professional organizations**, and public/private representatives. Contact with the public will occur during the course of certain work assignments.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

~~Thorough knowledge of the p~~Principles and practices of public administration and management of City operations; ~~m~~Municipal government and departmental organization and administration.

~~knowledge of the p~~Principles and practices of supervision, organization and employee development, evaluation, and management. ~~Basic principles and practices, methods used in contemporary maintenance programs.~~

~~Knowledge of the p~~Principles and practices of public sector budgeting, financial analysis and accounting, governmental accounting practices and procedures and ability to develop, implement and manage the department's budget, Strategic Plan, and Annual Work Plan.

~~Knowledge of the k~~Key issues and priorities inherent in a Public Works Department and local, State, and Federal legislation, rules, and regulations pertaining to public works programs, projects and contracts.

~~General knowledge of e~~Environmental issues, rules and regulations.

~~Municipal government and departmental organization and administration.~~

Goal-setting methods and the design of workload and performance indicators.

Methods of making effective oral and written presentations.

Contract development and administration. ~~as it relates to area assigned.~~

~~Effective supervisory techniques.~~

Grant application, implementation, and program oversight.

Purchasing regulations and requirements

~~Methods and procedures of budgeting, research and analysis.~~ Negotiating and conflict resolution techniques.

Public relations and customer service techniques.

Computer applications as they relate to area assigned.

**AND**

**Ability to:**

Independently manage multiple highly complex, emergent and sensitive projects in the public works field, as well as in a wide variety of other disciplines in order to achieve desired goals within specific timeframes.

Develop and modify existing policies, strategies and/or methods to meet unusual conditions within the context of existing management principles, laws, and regulations; ~~a~~

~~a~~ Analyze and categorize data and information in order to define consequences and to consider and select alternatives.

Decide the time, place and sequence of operations and/or programs within a system or organizational framework, as well as ~~to~~ oversee their execution.

Develop, negotiate, and manage contracts.

Manage and direct staff, including the ability to provide counseling and mediation; ~~Ability to~~ persuade, convince and train others; ~~Ability to~~ advise and interpret regarding the application of policies, procedures and standards to specific situations.

Utilize a variety of advisory and design data and information such as budgets, requisition requests, personnel records, time sheets, expense reports, legal opinions, reports, policy manuals and City Codes and other documents to obtain information, draw conclusions, and recommend actions.

Communicate orally and in writing with City Council, Commissions, Committees, the Public Works Department management team, outside agencies, other city departments, the public and staff on politically sensitive and/or controversial and confidential issues and to write clearly and concisely for reports and other

documents that will be critically reviewed by these groups.;

Establish effective working relationships with the City Manager, Department Directors, other City managers, City staff, the community, representatives from public groups and other agencies, and ~~to~~ interact with them effectively on a wide variety of issues.

Exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of multiple programs, and in critical or unexpected situations involving considerable risk or loss to the organization.

Use functional reasoning in performing influence and synthesis functions, such as supervising, managing, leading, teaching, directing, controlling, and providing analysis and recommendations of systems design.

Prepare and monitor a department budget including making budget recommendations concerning personnel, materials, contracts, revenues, expenses, and capital outlay.

~~Initiate and carry out required procedural assignments and use independent judgment and initiative.~~

~~Adhere to multiple deadlines and handle multiple projects.~~

Serve as lead for any assigned Commission and/or Committee.

Handle job stress and maintain composure in public settings.

~~Plan, organize, manage, inspect and evaluate project/work activities.~~

~~Develop and implement City-wide programs.~~

~~Negotiate with vendors.~~

~~Supervise, train and evaluate assigned staff. Meet the public with courtesy and tact.~~

Operate modern office equipment including computer equipment and applicable and specialized software.

~~Operate a personal computer and use applicable software.~~

**A typical way to obtain the knowledge and abilities is as follows:**

**Education and Experience:**

Any combination of training and experience, which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

A Bachelor's Degree with a major in Management, Public Administration, Business Administration or a related field from an accredited college or university.

A graduate degree or some completed graduate level coursework in Management, Business Administration, Public Administration or a related field from an accredited college or ~~college or university is preferred but not required.~~

AND

Experience:

Four years of progressively responsible experience as a Senior Administrative Analyst or asimilar position, including one year of supervisory experience.

**Special Requirements Include:**

Valid and appropriate California Driver's License and acceptable driving record at time of appointment and throughout employment in this position. **Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.**

Must be able to work a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the ~~Maintenance~~ **Public Works Administrative Services** Manager file financial disclosure statements in accordance with state and local laws.

**Per California Code §3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.**

~~A graduate degree or some completed graduate level coursework in Management, Business Administration, Public Administration or a related field from an accredited college or university is preferred but not required.~~

**Physical Tasks and Working Conditions Include the Following:**

Work is performed primarily indoors in an office environment with outdoor/on-site work as needed. When work is performed outdoors there may be full exposure to the elements. The incumbent uses a computer keyboard and screen, drives a vehicle on City business, grasps, sits, stands, walks and may twist, bend, reach, kneel, crouch, crawl, climb stairs and inclines and may lift, move, push, pull, drag and carry boxes of files and other items weighing 30 pounds or less. When performing outdoors/on-site work the incumbent may walk and stand on slippery and uneven surfaces and be exposed to grease/oil and dust. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Exempt.

**Revised (including title change) January 2022**

Established July 2004