City of Watsonville
Job Description

JOB TITLE: Municipal Services Operations Manager       DATE APPROVED: August 2012

DEPARTMENT: Public Works and Utilities

REPORTS TO: Assistant Director of Public Works and Utilities

SUPERVISION: Vehicle Services Manager, Facilities and Maintenance Supervisor

EMPLOYEE UNIT: Mid-Management

FLSA: Exempt

JOB SUMMARY: To plan, organize, direct and coordinate operations including the Municipal Service Center; facilities repair and maintenance; city-wide fleet management; vehicle and equipment repair and maintenance; special construction and maintenance projects; flood and disaster response; and oversee construction and maintenance of streets, parking lots and the trail system.

EXAMPLES OF ESSENTIAL DUTIES: Duties may include, but are not limited to, the following:

- Coordinates the use of the Municipal Service Center by various City departments and crews, including maintenance, security and long-range planning for MSC
- Provides management and supervision of the vehicle repair division
- Plans, directs, supervises and evaluates the City’s building maintenance operations including the work of custodial staff who clean, maintain, repair and remodel City buildings
- Evaluates relative value of in-house vs. contracted services; develops and administers contracts for materials and services
- Manages city-wide fleet including development and implementation of short, medium and long-range vehicle/equipment replacement plans in coordination with all City departments; analyzes citywide needs for vehicles, equipment; evaluates requests for equipment; recommends purchases
- Analyzes the City’s vehicle and heavy equipment utilization, maintenance and repair records and recommends appropriate fleet size
- Researches and recommends cost-effective technologies that improve safety, environmental compliance and fuel efficiency
- Develops and implements vehicle and equipment replacement programs within budgetary limitations to meet the needs of each department as well as environmental goals, including the use of alternative fueled vehicles
- Prepares bid specifications for the purchase of vehicles, equipment, supplies and services
- Develops and implements preventative maintenance programs for City vehicles, equipment and buildings
- Oversees inventory of materials, supplies, parts and equipment
- Manages the disposal of equipment and vehicles when they are no longer of service
- Oversees City cell phone contracts
- Oversees construction projects including development of bid specifications, hiring of contractors, coordination with other City departments; and ensures proper execution of contracts
- Plans, coordinates and directs maintenance of City streets and parking lots
- Coordinates periodic assessment of condition of pavement on streets, parking lots and trails; maintains records in database
- Oversees annual street striping contract
Municipal Services Operations Manager Job Description

Oversees implementation of the Citywide Trails Master Plan including maintenance of existing trail infrastructure and construction of new trail segments

- Receives, investigates and responds to the more complex inquiries and complaints from the public; resolves technical and operational problems
- Provides technical support to Director and Assistant Director on a wide variety of operational issues
- Participates in the development and implementation of goals, objectives, policies and priorities; develops and enforces departmental and City policies, procedures and work standards
- Assists in development of the annual budget for the Public Works/Utilities facilities, equipment, streets and fleet divisions implements and monitors the adopted budget; prepares period reports on budget matters
- Plans and coordinates work programs and projects; advises on and reviews work goals and work programs of assigned staff
- Selects, trains, disciplines and evaluates division supervisors
- Coordinates with the Engineering Division, other City departments, and other agencies
- Plans and prepares the Departmental response to floods and other emergencies and disasters
- Coordinates on-site the use of personnel and equipment in emergency or disaster situations
- Implements flood prevention measures, monitors flood conditions
- Plans and implements a variety of special projects
- Coordinates City forces with various civic organizations to conduct special events
- Maintains effective record keeping systems; prepares reports and correspondence
- Performs emergency call-back work as necessary
- Generates and reviews necessary reports and correspondence
- Encourages work practices which result in a high level of customer satisfaction
- Promotes and maintains safety training and certification programs
- Oversees City's graffiti removal program

EMPLOYMENT STANDARDS

Knowledge of:

- Materials, equipment, practices and procedures related to fleet management, vehicle and building maintenance, equipment maintenance and trail construction and maintenance including laws, regulations and standards applicable to the above functions
- Basic engineering principles related to public works fleet management, maintenance and construction
- Work safety programs
- Budget and expenditure control
- Principles and practices of management, including organization and management of work, effective supervisory practices and staff development

Ability to:

- Plan, organize, supervise and coordinate the work of a large staff assigned to a variety of public works maintenance, fleet management and construction functions
- Oversee the establishment of employee training, safety and certification programs
- Provide comprehensive administrative reviews of work activities, costs, staffing requirements, equipment uses, and time requirements
- Effectively and tactfully communicate in both written and oral form to City staff, community groups, government organizations and the public
- Use a computer keyboard
• Establish and maintain effective work relationships with those contacted in the performance of required duties

**PHYSICAL REQUIREMENTS:** Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Sit at a desk and in meetings for long periods of time on a continuous basis
• Intermittently twist to reach equipment surrounding desk, and perform simple grasping and fine manipulation
• See adequately to read text, correspondence and fine print
• Use a copy machine, calculator, telephone and write or use a keyboard
• Work indoors using near vision for prolonged periods
• Use a telephone and write or use a keyboard to communicate through written means
• Occasionally lift and/or move up to 25 pounds
• Occasionally bend, stoop, reach, twist, and kneel
• Walk on uneven surfaces
• Hear adequately to converse on the telephone, radio, cellular phone, and in person
• Drive an automobile

**TRAINING AND EXPERIENCE**
Any combination of training and experience which provides the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and ability is:

Five years of increasingly responsible experience in public works fleet management, facilities maintenance and construction activities; including at least two years in a supervisory or management capacity.

**LICENSES\CERTIFICATES:**

• Possession at the time of hire and continued maintenance of a valid Class C California Driver’s license and safe driving record.