



## HUMAN RESOURCES DEPARTMENT Santa Cruz METRO

*Class Code: 2200-OA59*

*FLSA Status: Exempt*

### **Maintenance Manager** **Bargaining Unit: Management**

#### **DEFINITION:**

Under the direction of the Chief Operating Officer (COO), the Maintenance Manager plans, organizes, supervises, directs, and monitors the programs and activities of the fleet and facilities maintenance programs and a centralized warehouse. This would include: installation, construction, repair, and cleaning functions for all Santa Cruz METRO facilities, including bus stops, the repair, maintenance and servicing of the Santa Cruz METRO's vehicles and other operating equipment. Performs other related duties as assigned.

#### **DISTINGUISHING CHARACTERISTICS:**

The Maintenance Manager reports to the Chief Operating Officer and is responsible for the management and supervision of the fleet and facility maintenance programs and a centralized warehouse, to ensure the fleet remains in a state of good repair.

#### **EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

*The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.*

- Plans, organizes and directs staff in the maintenance and repair of Santa Cruz METRO owned vehicles, bus stops and Santa Cruz METRO facilities.
- Plans, organizes and directs the work of mechanics and other Santa Cruz METRO employees involved in purchasing, vehicle, and facility maintenance.
- Reviews and Evaluates vehicle inspections for quality assurance purposes.
- Selects, supervises, and evaluates Santa Cruz METRO employees.
- Monitors and evaluates the department's performance against OSHA standards and Santa Cruz METRO's safety program.
- Prepares and monitors department budget.
- Develops cost estimates of labor, time, costs, and materials associated with projects and repairs.
- Develops specifications, reviews and approves requisitions for equipment, parts, materials, and supplies.
- Implements and supervises contracts with vendors for Santa Cruz METRO facility and fleet maintenance.
- Reviews overall performance of the departments and recommends long-term improvements.
- Reviews building developments for transit improvements during the environmental review process to ensure compliance with model ordinance.
- Supervises maintenance of Santa Cruz METRO inventory system, key and lock system, and receiving systems.
- Plans and implements short and long range projects dealing with fleet and facility acquisitions, rejuvenation, and maintenance.
- Represents Santa Cruz METRO at various meetings.



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- Assists in the development and implementation of maintenance policies and programs;
- Provides guidance and direction in managing fleet maintenance functions (CNG, gasoline, diesel, electric, and hybrid) and controls quality of fleet maintenance through ongoing use of vehicle maintenance information systems; vehicle fleets including transit buses, supervisory/support vehicles, and maintenance support vehicles;
- Directs and supervises staff activities and oversees functions to ensure effective of operations;
- Oversees and participates in the development and administration of the annual budget;
- Presents to Santa Cruz METRO at meetings with the Board of Directors, other boards and commissions, agencies, employee organizations, and public and private organizations;
- Reviews state and federal laws, proposed legislation, and regulations pertaining to areas of responsibility and reports on impact and ensures the application of safety rules and regulations;
- Analyzes and evaluates complex problems; recommends and implements effective solutions;
- Selects, supervises, trains, motivates, assigns, evaluates, counsels and disciplines staff;
- Develops, and reviews plans and ensures implementation of plans for preventive maintenance and repairs; prepares and reviews maintenance schedules, ensures maintenance of related records;
- Develops, implements, and monitors contracts and service agreements with vendors, contractors, and consultants;
- Develops, monitors, and manages the budget items related to facilities maintenance; develops and reviews cost estimates for maintenance and repair projects and activities;
- Record keeping for compliance reporting
- Recommends and/or reviews reports regarding repairs and refurbishment of facilities; estimates labor and materials requirements; prepares construction, renovation, and purchasing contract specifications; and inspects contracted work for conformance to standards;
- Develops, implements, and evaluates policies, programs, and procedures;
- Plans, organizes, directs, and coordinates, the activities and personnel of the Materials Management, and Quality Assurance and Warranty Units;
- Inventory control;
- Directs and reviews inventory management function;
- Project management and performance management
- Plans and directs purchasing actions to ensure timely availability of the materials, services, and equipment needed to support maintenance and facility operations and programs;
- Directs and participate in the processes and procedures regarding property disposal;
- Directs and oversees the excess and surplus property program to ensure cost-effective redistribution and disposal of surplus equipment, material, and salvage items;
- Ensure periodic preventative maintenance and development of maintenance standards for equipment and properties;
- Interprets and applies the provisions of labor agreements in accordance with Santa Cruz METRO guidelines; may serve as a hearing officer;
- Formulates new vehicle for procurement and facilities specifications, Repair and oversee, related structures and grounds, and passenger transit facilities including installation and maintenance of signage;
- Performs other duties as assigned.
- Perform as a hands on “working” Manager.



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### EMPLOYMENT STANDARDS:

#### **Knowledge of:**

- Methods, equipment, and tools used in vehicle maintenance operations.
- Construction and operations of buses and motor vehicle equipment.
- Approved shop safety methods and laws.
- Applicable Federal, State, and local laws and regulations governing public transportation systems.
- Administration of labor contracts.
- Principles and practices of developing and administering budgets.
- Warehouse procedures including the analysis of receipt, storage, issuance, and inventory control methods.
- Building construction and repair, electrical, and/or mechanical trades, and related tools and equipment.
- Standard job sequences used in building construction.
- Janitorial services operations.
- Supervision principles and practices.
- Principles and practices of project management and public organization administration.
- How to properly use, store, and dispose of the hazardous materials used in fleet and facilities maintenance.
- The theory of methods, materials and equipment used in the design, maintenance, operations and construction of automotive equipment;
- Principles of supervision, design, operation and maintenance of shop and shop equipment;
- Government regulations pertaining to the design and operation of vehicles.
- Principles and practices of public transportation maintenance operations;
- Principles and practices of budget planning, organization, and administration;
- Principles of supervision
- Cost estimating, contract administration, and project management, including preparation of requests for proposals and contract and specification preparation;
- Applicable local, State and Federal codes and regulations governing transit-related construction;
- Industrial safety rules and regulations as applied to a public transit system, specifically methods for safely and legally handling hazardous materials and hazardous waste.

#### **Ability to:**

- Identify methodologies for repair and preventive maintenance.
- Instruct personnel in work methods and departmental procedures and policies.
- Direct the activities of the department.
- Evaluate requests for maintenance, repair, and installation to determine the necessity, priority, and most effective course of actions.
- Prepare cost estimates for labor, time, materials, and equipment.
- Prepare reports and keep accurate records.
- Communicate orally and in writing to the Board of Directors, Santa Cruz METRO management, and other groups.



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- Function as a liaison with public safety agencies.
- Perform vehicle inspections for quality assurance purposes.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors and the public.
- Administer and monitor contracts with vendors.
- Communicate effectively, both orally and in writing.
- Develop and monitor department budgets.
- Utilize standard office equipment and software.
- Effectively plan, organize, direct, and coordinate the functions and staff activities for area of responsibility;
- Select, supervise, train, motivate, assign, evaluate, counsel, and discipline staff within a union environment;
- Analyze and evaluate complex department/operational problems; recommend and implement effective solutions;
- Evaluate requests for maintenance, repair, installation and modifications to determine the necessity for and the most cost effective method;
- Interpret plans, specifications, laws, ordinances, and codes applicable to maintenance and repair of transit facilities, office buildings, and non-revenue vehicles;
- Interpret and apply laws, rules, regulations, and labor contract provisions;
- Evaluates bus maintenance efficiency and reliability by reviewing and analyzing daily logs, field service reports, and management information system data reports, and initiates corrective actions when required;
- Ensures the delivery of training programs on new vehicles, equipment, and methods;
- May perform vehicle inspection tasks for quality assurance purposes;
- Assists in developing, coordinating, and evaluating the delivery of vendor technical and/or maintenance training programs;
- Evaluate and recommend staff development and training opportunities;
- Investigates and takes corrective action on industrial injuries, accidents, and incidents;
- Maintains records and prepares written reports;
- Records and activity management;
- Recommends and/or reviews reports regarding repairs and refurbishment of facilities; estimates labor and materials requirements; prepares construction, renovation, and purchasing contract specifications; and inspects contracted work for conformance to standards;
- Ensures the prompt recovery of hazardous spills and the removal of bio-hazardous waste following prescribed safety and hazmat practices and procedures;

### **MINIMUM QUALIFICATIONS:**

#### **Education, Training and Experience:**

Bachelor's degree from an accredited college in engineering, business administration, or a closely related field.

**AND**



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Eight (8) years of progressively responsible professional experience in public transportation vehicle maintenance or heavy vehicle maintenance, including at least four (4) years of responsible supervisory and management experience, preferably in a public agency.

Familiarity with transit agency or transportation system activities and functions, automotive or heavy duty equipment, knowledge of CNG, diesel, Hybrid, and electric bus technology, budget, labor, FTA requirements, vehicle specifications, facility maintenance, ADA, asset management, and report generation is highly desirable. Experience in a large public organization is preferred.

### **LICENSES AND CERTIFICATES:**

A valid Class C driver license and safe driving record is required at the time of application. A valid Class C State driver license is required at the time of appointment and must be maintained throughout employment.

### **SPECIAL REQUIREMENTS:**

- Required to be able to respond to emergency situations seven days per week, 24 hours per day.
- Must be able to work extended hours as needed, often outside regular business hours as required by the CEO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 50 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work.

#### **Work Environment:**

The employee works in a shop environment where the noise level is usually noisy. May work out in the field when needed. May require availability to work a flexible schedule.

### **OTHER CONDITIONS OF EMPLOYMENT:**

Must pass requisite background check.



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\*Adopted: November 2017  
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\*Job Family: Professional -Maintenance