

Honorable Mayor and Members
of the City Council
City Hall
Torrance, CA

SUBJECT: HR - Approve the Proposed Class Specification for Fleet Services Manager

EXPENDITURE: None.

RECOMMENDATION

The Human Resources Manager and the Civil Service Commission recommend that the City Council approve the proposed class specification for Fleet Services Manager

FUNDING: None – this is for the approval of the class specification only.

BACKGROUND

As a result of a retirement of the Fleet Services Manager in the General Services Department, the position is currently vacant. The General Services Director requested a study of the classification and an update of the class specification which was last revised in 2001. The Fleet Services Manager is responsible for planning, organizing and directing the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse. The proposed class specification has been updated to reflect updated duties and current technology for positions in both the General Services Department and the Transit Department.

ANALYSIS

The Fleet Services Manager plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse. Duties have been added to reflect the full range of responsibilities.

The Qualification Guidelines section which includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position has been updated to accurately reflect what is required of the position.

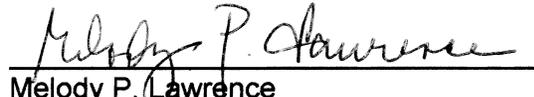
The Education and Experience section has also been updated to reflect what is required in order to attain the knowledge and abilities listed above:

Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations or administrative analysis, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience; and an Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis.

The proposed class specification for Fleet Services Manager is submitted for your review and approval.

Respectfully submitted,
CIVIL SERVICE COMMISSION


Melissa Wright, Vice Chair


Melody P. Lawrence
Human Resources Manager

NOTED:


LeRoy J. Jackson
City Manager

March 05, 2012
Commission Meeting

Honorable Chair and Members
of the Civil Service Commission
City Hall
Torrance, CA

Subject: Approval of the Revised Class Specification for Fleet Services Manager

RECOMMENDATION

The Human Resources Manager recommends that your Honorable Body approve the revised class specification for the Fleet Services Manager and forward it to the City Council for adoption.

BACKGROUND

As a result of a retirement of the Fleet Services Manager in the General Services Department, the position is currently vacant. The General Services Director requested a study of the classification and an update of the class specification which was last revised in 2001. The Fleet Services Manager is responsible for planning, organizing and directing the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse. The proposed class specification has been updated to reflect updated duties and current technology for positions in both the General Services Department and the Transit Department.

The proposed class specification for Fleet Services Manager (Attachment A) is submitted for your review and approval.

ANALYSIS

The Fleet Services Manager plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse. The following have been added to the Examples of Duties:

- Manages supervisory and technical staff engaged in the repair and maintenance of light and heavy-duty powered equipment and alternative-fueled vehicles.
- Plans, assigns, and manages the operations of the repair and servicing of the City's fleet including diesel, gasoline, compressed natural gas (CNG), propane, hybrid and other alternative fuel system vehicles and other municipal mechanical equipment.
- Oversees the work management system for the fleet maintenance and warehouse parts inventory.
- Manages the operation and maintenance of lubricants, CNG and other fuel stations and fleet-related capital improvement projects.
- Recommends, formulates and implements the City's alternative fuel and vehicle standardization programs.
- Oversees the safe working condition of the facility, tools, shop equipment and preventative maintenance program.
- Ensures that newly procured vehicles are delivered and inspected according to the City specifications and standards; resolve any discrepancies in delivery problem.
- Oversees warehouse personnel and operation regarding parts, supplies, and products specifications suitable to job needs.

The Qualification Guidelines section includes knowledge and ability statements required at entry and those required to successfully perform the duties as an incumbent gains experience in the position. Additions to the Knowledge and Abilities statements are listed below:

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in the maintenance and repair of light and heavy-duty powered equipment and alternative-fueled vehicles.
- Proper use of tools and equipment including computer aided and electronic diagnostic tools.
- State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair.
- Project management methods and practices.
- Budget preparation and administration principles and practices.
- Hazards and generally accepted safety standards; and procedures for handling and disposing of hazardous waste.
- City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.

Ability to:

- Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors.
- Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.
- Develop and monitor the division budget and establish budgetary controls.
- Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.
- Present proposals and recommendations effectively in public meetings.
- Develop clear, concise, and comprehensive studies, reports, and agenda items.

The Education and Experience section has also been updated to reflect what is required in order to attain the knowledge and abilities listed above:

Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations or administrative analysis, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience; and an Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis.

Respectfully submitted,

By 
 Melody Lawrence
 Human Resources Manager

CONCUR:


 Laura Lohnes
 Civil Service Manager

Attachments: A) Revised Class Specification for Fleet Services Manager
 B) Existing Class Specification for Fleet Services Manager

FLEET SERVICES MANAGER

Definition:

Under general direction, plans, organizes and directs the activities of the Fleet Services Division including the maintenance and repair of the City's vehicle and equipment fleet, apparatus, and parts inventory warehouse; and performs related work as required.

Distinguishing Characteristics:

Distinguished from the department head in that the incumbent does not have responsibility for the overall operation of the entire Department. Distinguished from the Fleet Services Supervisor in that the incumbent is responsible for managing the entire division. Work is performed within a broad framework of general policy and requires creativity and resourcefulness to accomplish goals and objectives and to apply concepts, plans and strategies that may require non-traditional methods to achieve established goals and objectives. The incumbent exercises broad judgment in defining work objectives and determining methods and systems to meet objectives. Work is reviewed for overall results.

Supervision Exercised/Received:

Receives general direction from the Department Head; exercises direct supervision over supervisors and office support personnel.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all-inclusive.

- Manages supervisory and technical staff engaged in the repair and maintenance of light and heavy-duty powered equipment and alternative-fueled vehicles.
- Plans, assigns, and manages the operations of the repair and servicing of the City's fleet including diesel, gasoline, compressed natural gas (CNG), propane, hybrid and other alternative fuel system vehicles and other municipal mechanical equipment.
- Prioritizes and coordinates with user departments to assess vehicles/equipment repair, maintenance and utilization.
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time.
- Provides direction, training and assistance to mechanics, welders, equipment attendants and others, including diagnosing problems and troubleshooting.
- Determines services to be sublet to outside vendors, and develops, reviews and recommends bids for vendor selection.
- Oversees the work management system for the fleet maintenance and warehouse parts inventory.
- Manages the operation and maintenance of lubricants, CNG and other fuel stations and fleet-related capital improvement projects.
- Recommends, formulates and implements the City's alternative fuel and vehicle standardization programs.
- Oversees the safe working condition of the facility, tools, shop equipment and preventative maintenance program.
- Ensures that newly procured vehicles are delivered and inspected according to the City specifications and standards; resolve any discrepancies in delivery problem.

- Makes recommendations for vehicle replacement; prepares technical specification and bid packages for the City's fleet; review bids and recommends vendor selection for vehicles, equipment, supplies, parts and services; participates in the preparation of service contracts; administers and monitors contracts and vendors' performance.
- Oversees warehouse personnel and operation regarding parts, supplies, and products specifications suitable to job needs.
- Plans, assigns and manages through supervisors, the activities of the division.
- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training employees, acting on employee problems, and recommending and implementing discipline.
- Provides leadership, maintains effective employee relations and works with other department managers in the development and retention of competent personnel.
- Develops, implements and evaluates division plans, policies and procedures to achieve annual goals and objectives.
- Establishes, monitors and reports on work standards, productivity levels, budget and performance measures.
- Attends various City Council, Commission, and community and staff meetings as required.
- Administers safety and training programs.
- Prepares and/or reviews correspondence.
- Prepares reports and recommendations for City Council and commission agenda items.

Examples of Other Duties:

The following duties represent duties that are generally performed by this position, but are not considered principal job duties:

- Conduct and/or attend meetings as required.
- Participates on external committees, boards, and task forces, etc., as appropriate.
- Responds to and resolves difficult and sensitive complaints.
- Perform other related duties as required.

Qualification Guidelines

Knowledge of:

Methods, materials, equipment and safety procedures utilized in the maintenance and repair of light and heavy-duty powered equipment and alternative-fueled vehicles.

Proper use of tools and equipment including computer aided and electronic diagnostic tools.

State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair.

Management and supervisory principles and practices.

Project management methods and practices.

Budget preparation and administration principles and practices.

Applicable Federal, State, local regulations and safety regulations as required by OSHA and other regulatory agencies.

Hazards and generally accepted safety standards; and procedures for handling and disposing of hazardous waste.

City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.

General City operations.

Ability to:

Plan, organize, assign, coordinate and manage the activities of professional and support staff, and outside contractors.

Manage the work of subordinates including coaching staff for improvement and development, training, assigning, monitoring and evaluating work performance, counseling and disciplining staff and resolving grievances.

Develop and monitor the division budget and establish budgetary controls.

Analyze complex issues, evaluate alternative solutions, develop sound conclusions, and recommend a course of action.

Interpret and apply Memoranda of Understanding, City ordinances and administrative rules and regulations affecting departmental operations and personnel matters.

Develop, understand, interpret laws and execute rules, regulations, policies and procedures.

Establish and maintain effective working relationships with the City Council, public officials, other employees, staff, community organizations, and others encountered in the course of work.

Present proposals and recommendations effectively in public meetings.

Develop clear, concise, and comprehensive studies, reports, and agenda items.

Communicate effectively orally and in writing.

Ensure safety and professional work standards are met.

Operate a computer and other office equipment.

License or Certificate:

Valid California driver's license of the appropriate class.

Education and Experience:

Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way of obtaining the necessary knowledge and abilities is:

Five (5) years of progressively responsible experience in fleet or vehicle maintenance operations or administrative analysis, development and maintenance of procedures and systems, which includes at least one (1) year of management or supervisory experience; and an Associate's degree with a concentration in automotive technology, business or public administration, or a related field; specific and substantial experience, in addition to the five (5) years required, which prepares one to perform the job duties may be substituted for the required education on a year for year basis.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as drafting, data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse environmental conditions.

Career Ladder Information

Experience gained in this classification in addition to training and coursework may serve to meet the minimum requirements for promotion to General Services Director or Transit Director.

Fleet Services Manager

Definition:

Under general direction of the department head, manages fleet services personnel engaged in the servicing and repair of vehicular, fire apparatus, and other equipment including welding repairs; and does related work as required.

Distinguishing Characteristics:

Distinguished from the department head in that the incumbent does not have responsibility for the overall operation of the entire Department. Distinguished from the supervisory level in that the supervisors do not have administrative responsibility over a major division of the department.

Supervision Exercised/Received:

Receives general direction from the Department Head; exercises direct supervision over supervisors and office support personnel.

Examples of Essential Duties:

The following duties represent the principal job duties; however, they are not all-inclusive.

- Plans, organizes, and supervises the on-going operations of the repair and servicing of the City's gasoline, diesel, and natural gas powered vehicles and equipment including automobiles, trucks, tractors, buses, street sweepers, police and fire emergency response vehicles, and a variety of other municipal mechanical equipment;
- Interacts with user departments to assess vehicles/equipment repair and maintenance needs, problems and priorities;
- Prioritizes and re-prioritizes work based on needs of the departments and the City;
- Provides direction and technical assistance to mechanics, welders, and others, including diagnosing problems and troubleshooting;
- Determines which repair work to sublet to outside vendors taking into account cost factors and available manpower;
- Analyzes bids to select the best vendor for a given job;
- Monitors status of repair work on vehicles and equipment to ensure quality control and efficient turnaround time;
- Estimates costs of proposed repairs to replace shop equipment or modify vehicles;
- Makes recommendations for vehicle replacement;
- Responsible for warehouse personnel regarding parts, supplies, and products specifications suitable to job needs;
- Oversees the safe working condition of the facility, tools, and shop equipment;
- Interacts with vendors regarding the integrity of products and applicability to job needs;
- Authorizes the purchase of parts used in repair and overhaul jobs;
- Prepares reports on equipment status, work progress, etc.;
- Assists in the preparation of the annual budget;
- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training, acting on employee problems, and recommending and implementing discipline.

Examples of Other Duties:

The following duties represent duties that are generally performed by this position, but are not considered to be principal job duties:

- Performs related duties as required.

Qualification Guidelines**Knowledge of:**

- ✓ Diagnosis, repair and maintenance of major systems found in automotive, bus, truck, emergency response vehicles, and off-road equipment, Systems include air and hydraulic brake systems, gas and diesel engines, transmissions, differentials, electrical and hydraulic systems;
- ✓ Safety procedures related to the repair, servicing, welding and fabricating of the above equipment;
- ✓ State-of-the art equipment maintenance methods including diagnosis, tune-up, overhaul, and repair;
- ✓ Management and supervisory principles and practices including supervision and employee relations.

Ability to:

- ✓ Inspect automotive equipment to locate mechanical defects, determine the necessity for repairs, and estimate costs;
- ✓ Operate machine tools and other equipment used in the repair, diagnosis, and servicing of vehicular and other equipment;
- ✓ Maintain work progress records and other records;
- ✓ Compile and analyze data and make budget projections and recommendations;
- ✓ Supervise, including selecting, training, assigning, prioritizing and reprioritizing, monitoring, and evaluating the work of subordinate staff; counseling and disciplining staff; and processing grievances;
- ✓ Develop and maintain effective working relationships with subordinates, other employees, vendors, and the public.

License or Certificate:

None required

Education and Experience:

Any combination of education and experience that provides the required knowledge and skills is qualifying. A typical way of obtaining the necessary knowledge and abilities is:

Five years of responsible journey level experience in the servicing and repairing of buses, automobiles, trucks, or similar automotive equipment; and three years of supervisory experience.

Special Requirements

Performance of the essential duties of this position includes the following physical demands and/or working conditions:

Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as drafting, data entry and the use of calculators. Tasks require sound and visual perception and discrimination, as well as oral communications ability. Tasks are regularly performed without exposure to adverse

environmental conditions.

Career Ladder Information

Experience gained in this classification may serve to meet the minimum requirements for promotion to General Services Director.