



**August 2017**  
**FLSA: NON-EXEMPT**

## **MAINTENANCE SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of Facilities maintenance staff within the Town of Apple Valley; coordinates, monitors, and provides technical input for assigned maintenance, construction, and repair projects and other special programs; provides technical assistance to the Assistant Town Manager; performs a wide variety of technical tasks relative to the maintenance and repair of Town infrastructure, facilities, and systems; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Town Manager. Exercises direct supervision over assigned maintenance workers. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the maintenance series. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of maintenance staff either directly or through lead workers. Incumbents are expected to independently perform the full range of maintenance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Assistant Town Manager in that the latter has overall responsibility for all functions of multiple departments and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the facilities work unit.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors operations and activities of the facilities unit; recommends improvements and modifications and prepares various reports on operations and activities.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.

- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in bid processes for repair and construction projects as necessary; develops requests for proposals; assists in selection of or selects appropriate contractor(s); assists in preparing or prepares contracts for maintenance services.
- Coordinates with and oversees contractors in providing contract facilities services; inspects contractors' work during performance and upon completion; processes invoices and billings for services.
- Performs the most complex facilities maintenance duties and provides technical assistance to crews.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Maintains logs and records of work performed; prepares periodic reports for regulatory agencies.
- May oversee and inspect capital improvement projects, check plans, calculate fees, and apply conditions to projects.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of facilities maintenance program development and administration.
- Principles, practices, equipment, tools, and materials of streets or sewer construction, maintenance, and repair.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles of contract administration for facilities maintenance and repair projects.
- Basic principles and practices of budget and Capital Improvement Program development, administration, and accountability.
- Safety principles, practices, and procedures of assigned Town infrastructure, facilities, and systems, including equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and Town staff, in person and over the telephone.

### **Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct public works maintenance operations and activities.
- Analyze, interpret, apply, and enforce Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.

- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Develop contract specifications for public works maintenance contracts; administer such contracts.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- Develop and recommend systems and procedures related to assigned operations.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented and five (5) years of increasingly responsible experience in the construction and maintenance of Town infrastructure, facilities, and systems related to area of assignment, including two (2) years lead or supervisory experience.

**License:**

- Valid California class C driver’s license with satisfactory driving record and automobile insurance.

**PHYSICAL DEMANDS**

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

## **WORKING CONDITIONS**

Participates in after-hours emergency response and on-call and callback assignments.