



**HUMAN RESOURCES DEPARTMENT
Santa Cruz METRO**

*Class Code: 2200-P60
FLSA Status: Exempt*

**Assistant Maintenance Manager
Bargaining Unit: Management**

DEFINITION:

Under direction of the Maintenance Manager, the Assistant Maintenance Manager supervises and coordinates the activities of the bus maintenance and facilities maintenance operation; performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

This position requires knowledge of the operation of the bus maintenance and facilities maintenance operation including the monitoring, controlling, and scheduling of maintenance and facilities staff. This position is distinguished from the Facilities Maintenance Supervisor in that the Assistant Maintenance Manager exercises independent judgment in the performance of a variety of professional, complex and difficult management duties and has overall divisional responsibilities under the direction of the Maintenance Manager and the Chief Operations Officer.

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, directs, and coordinates the activities of fleet and facility maintenance personnel.
- Monitors fleet and facilities department compliance with all safety and regulatory requirements.
- Supervises, trains, and evaluates fleet and facilities supervisory and shop personnel.
- Plans, develops and coordinates work schedules of supervisory and shop personnel.
- Assists in the development and presentation of the departmental budget; assists in monitoring and reporting departmental budget.
- Approves time off and monitors attendance for supervisory personnel.
- Participates in investigations of industrial accidents.
- May assist in special Santa Cruz METRO events, coordinate fleet participation.
- Designs, prepares, and maintains Management Information System records and reporting.
- May participate in interviews and selection of departmental personnel.
- Performs supervisor backup duties as necessary.
- Prepares various reports and KPI's on maintenance activities.
- Attends meetings as assigned; may represent maintenance manager in Santa Cruz METRO meetings.
- May assist in labor contract negotiations
- Performs short and midterm planning for department including forecasting manpower; participates in department long range planning.
- Perform inspections of vehicles and repairs for quality assurance.
- Orders departmental supplies, services, and parts.
- Represents the Agency at meetings with the Board of Directors, other boards and commissions, employee organizations, and in public meetings.



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- Recommends, implements, and enforces policies and procedures;
- 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;
- Applies the provisions of labor agreements in accordance with Santa Cruz METRO guidelines;
- Manages employee attendance in accordance with Santa Cruz METRO policy;
- Investigates and determines facts in attempting to resolve employee grievances;
- Serves as a hearing officer for disciplinary proceedings;
- Serves on advisory committees and as a direct labor negotiator;
- Functions as a liaison with public safety agencies;
- Investigates and evaluates the cause of accidents, damage to vehicles, industrial injuries, and implements corrective actions;
- Implements and manages preventive maintenance, scheduled maintenance, and other quality assurance programs;
- Recommends retention and replacement of revenue and non-revenue vehicles;
- Coordinates bus maintenance operations with other Santa Cruz METRO divisions;
- Assures that facilities are maintained in a clean and safe condition;
- Assures adherence to safety programs;
- Participates in investigations of industrial injuries;
- Maintains good public relations;
- Formulates new vehicle and facilities specifications, conducts progress reviews, and writes reports;
- Develops, monitors, and manages the facility budget;
- Assists in the development and implementation of maintenance policies and programs which guide the organization in maintaining and improving credibility and stability of its transit service operations;
- Oversees activities so that quality public transit service is provided to our customers and the general public safely, on schedule, and according to quality standards and cost objectives;
- Provides guidance and direction in 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;
- Participates in the development and administration of the annual budget;
- Ability to represent Santa Cruz METRO at meetings with the Board of Directors, other boards and commissions, agencies, employee organizations, and public and private organizations;
- Analyzes and evaluates complex problems; recommends and implements effective solutions;
- Assures compliance with all Santa Cruz METRO policies and procedures, including equal employment opportunity and discrimination and harassment prevention;
- Ensures the application of safety rules and regulations;
- Prepares reports and correspondence;
- Plans, organizes, directs, reviews and coordinates the work activities and staff in the maintenance and repair of Santa Cruz METRO facilities, related systems and equipment, and Santa Cruz METRO's vehicle fleet;



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- Selects, supervises, trains, motivates, assigns, evaluates, counsels and disciplines staff;
- Reviews plans and ensures implementation of plans for preventive maintenance and repairs; prepares and reviews maintenance schedules, ensures maintenance of related records;
- Assist in monitoring contracts and service agreements with vendors, contractors, and consultants;
- Interprets and applies the provisions of labor agreements in accordance with Santa Cruz METRO guidelines; may serve as a hearing officer;
- Assist in the development and implementation of policies and programs to ensure a high quality of maintenance and repair of Santa Cruz METRO vehicles, facilities, and equipment;
- Reviews activities of assigned functions and staff and ensures that complete and accurate records are kept; ensures compliance with established procedures, schedules, and standards;
- 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;
- Assist in the development, implementation, and evaluation of policies, programs, and procedures;
- Assist in monitoring maintenance programs for Santa Cruz METRO's emergency support infrastructure;
- Assist and assures compliance with facilities preventative maintenance standards and Standard Operating Procedures for Bus Stop and Transit Center Maintenance;
- Repair and oversee, related structures and grounds, and passenger transit facilities including installation and maintenance of signage, installs, and removes bike lockers; repairs restroom equipment, roofs and rain gutters; cleans debris from storm drains; minor electric and plumbing repair, carpentry work and painting;
- Performs other duties as assigned.
- Perform as a hands on "working" Manager.

EMPLOYMENT STANDARDS:

Knowledge of:

- Federal, State and local laws and regulations pertaining to transit and facilities maintenance.
- The principles and practices of transit and facilities maintenance operations.
- The principles and practices of supervision, training, and employee discipline.
- Maintenance Management software.
- Bus and facilities maintenance processes and procedures.
- Transit maintenance fleet and facilities management and budgeting methods.
- Budgeting principles and practices.
- Basic equipment and tools used in fleet and facilities maintenance.
- Preventative maintenance procedures and schedules.
- Occupational safety rules and procedures.
- Hazardous materials encountered in the repair and maintenance of fleet vehicles and facilities.
- The operation, maintenance, overhaul/repair, and troubleshooting of diesel and electrical engines, transmissions, electrical systems, hydraulic systems, cooling systems, and pneumatic systems.



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Ability to:

- Work independently.
- Plan, supervise, and coordinate the activities of the fleet and facilities maintenance department.
- Interpret and apply laws, rules, regulations, and labor contract provisions.
- Prepare reports documenting department activities.
- Evaluate requests for maintenance, repair, installation, and modifications to determine the necessity of proposed work and the most cost effective solution.
- Analyze and evaluate operational problems and recommend and implement effective solutions.
- Evaluate bus maintenance efficiency and reliability.
- Communicate effectively in oral and written formats.
- Develop and implement new training programs on vehicles, equipment, and work methods.
- Keep clear and accurate records.
- Establish and maintain effective working relationships with employees and the public.
- Perform vehicle inspection tasks for quality assurance purposes;

MINIMUM QUALIFICATIONS:

Education, Training and Experience:

Two (2) years college level course work from an accredited college in engineering, management, business or public administration, or a closely related field.

AND

Four (4) years of progressively responsible professional experience in public transportation vehicle maintenance or heavy vehicle maintenance, including at least two (2) years of responsible supervisory and management experience, preferably in a public agency.

Familiarity with multiple transportation system activities and functions including: 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. Experience in a large public organization is preferred.

LICENSES AND CERTIFICATES:

A valid Class B driver license with Passenger Endorsement and safe driving record is required at the time of application. A valid Class B State driver license with Passenger Endorsement 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.



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- 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 an office environment where the noise level is usually quiet. May work out in the shop floor or in the field when needed. May require availability to work a flexible schedule.

OTHER CONDITIONS OF EMPLOYMENT:

Must pass requisite background check.

- *Adopted: November 2017
- *BOD Approved: 01-26-18
- *Revised: 00-00-00
- *Job Family: Professional - Maintenance