



**HUMAN RESOURCES DEPARTMENT  
Santa Cruz METRO**

*Class Code:*  
*FLSA Status: Exempt*

**Facilities Maintenance Manager  
Bargaining Unit: Management**

**DEFINITION:**

Under the direction of the Chief Operating Officer (COO), the Facilities Maintenance Manager plans, organizes, supervises, directs, and monitors the programs and activities of the facilities maintenance programs, including a centralized warehouse, in conformance with Santa Cruz METRO's vision, mission, goals and objectives; manages staff and operations responsible for installation, construction, repair, and cleaning functions for all Santa Cruz METRO facilities, including bus stops, buildings, and related operating equipment; and performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

The Facilities Maintenance Manager reports to the Chief Operating Officer and is responsible for the management and supervision of the facility maintenance programs to ensure that Santa Cruz METRO facilities are clean and 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 bus stops, buildings and other Santa Cruz METRO facilities and related equipment.
- Plans, organizes, and directs the work of Custodial Service Workers, Facilities Maintenance Workers, and other Santa Cruz METRO employees and supervisory staff involved in facility maintenance; selects, supervises, trains, motivates, assigns, evaluates, counsels and disciplines staff, primarily through subordinate supervisors.
- Coordinates the development and implementation of training programs for supervisors and employees; monitors and evaluates the department's performance against OSHA standards and Santa Cruz METRO's safety program.
- Reviews State and Federal laws, regulations and proposed legislation pertaining to areas of responsibility and reports on impact; ensures the application of safety rules and regulations.
- Reviews and evaluates facility inspections for quality assurance purposes; reviews overall performance of the department and recommends long-term improvements.
- Performs compliance reporting.
- Assists in the development and implementation of maintenance policies and programs.
- Develops and reviews work plans to ensure preventive maintenance and repairs; prepares and reviews maintenance schedules; ensures appropriate record keeping.
- Develops, implements, manages and monitors contracts and service agreements with vendors, contractors, and consultants.
- Plans and implements short and long-range projects dealing with facility acquisitions, rejuvenation, and maintenance; develops cost estimates of labor, time, costs, and materials associated with projects and repairs; prepares construction, renovation, and purchasing



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contract specifications; inspects contracted work for conformance to standards; reviews and approves requisitions for equipment, parts, materials, and supplies.

- Oversees and participates in the development and administration of the department budget; develops, monitors, and manages the budget items related to facilities maintenance.
- Plans and directs purchasing actions to ensure timely availability of the materials, services, and equipment needed to support maintenance and facility operations and programs.
- Reviews building developments for transit improvements during the environmental review process to ensure compliance with model ordinance.
- Makes presentations to the Santa Cruz METRO Board of Directors, other boards and commissions, agencies, employee organizations, and public and private organizations; represents Santa Cruz METRO at various meetings.
- Analyzes and evaluates complex problems; recommends and implements effective solutions.
- Directs and reviews inventory control activities.
- Interprets and applies the provisions of labor agreements in accordance with Santa Cruz METRO guidelines; may serve as a hearing officer.

### **EMPLOYMENT STANDARDS:**

#### **Knowledge of:**

- Principles and practices of public transportation maintenance organization and operations, including applicable safety procedures and requirements.
- Building construction and repair, electrical, and/or mechanical trades, and related tools and equipment.
- Janitorial services operations.
- Applicable local, State, and Federal codes and regulations governing transit-related construction and facility maintenance.
- Standard job sequences used in building construction.
- Industrial safety rules and regulations as applied to a public transit system, including methods for safely and legally handling hazardous materials and hazardous waste.
- Warehouse procedures including the analysis of receipt, storage, issuance, and inventory control methods.
- Principles and practices of budget planning, organization, and administration.
- Principles and practices of supervision.
- Administration of labor contracts.
- Principles and practices of project management including cost estimating, preparation of requests for proposals, and contract and specification preparation and administration.

#### **Ability to:**

- 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 and recommend and implement effective solutions.



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- 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 related equipment.
- Ensure the delivery of training programs on new equipment and methods as well as departmental procedures and policies.
- Estimate labor and materials requirements; prepare construction, renovation, and purchasing contract specifications; and inspect contracted work for conformance to standards.
- Prepare reports and keep accurate records.
- Function as a liaison with public safety agencies.
- Perform facility inspections for quality assurance purposes.
- Interpret and apply laws, rules, regulations, and labor contract provisions.
- Assist in developing, coordinating, and evaluating the delivery of vendor technical and/or maintenance training programs.
- Evaluate bus maintenance efficiency and reliability by reviewing and analyzing daily logs, field service reports, and management information system data reports, and initiating corrective actions when required.
- Evaluate and recommend staff development and training opportunities.
- Recommend and/or review reports regarding repairs and refurbishment of facilities.
- Maintain records and prepare written reports; perform records and activity management.
- Administer and monitor contracts with vendors.
- Develop and monitor department budgets.
- Ensure the prompt recovery of hazardous spills and the removal of bio-hazardous waste following prescribed safety and hazmat practices and procedures.
- Make oral and written presentations to the Board of Directors, Santa Cruz METRO management, and other groups.
- Utilize standard office equipment and software.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships within the department and with other divisions, departments, agencies, suppliers, vendors, and the public.

### **MINIMUM QUALIFICATIONS:**

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

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

#### **AND**

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



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Familiarity with transit agency or transportation system activities and functions, budget, labor, FTA requirements, 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 and 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 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.

- \*Adopted: 00-00-00
- \*BOD Approved: 00-00-00
- \*Revised: 00-00-00
- \*Job Family: Management-Maintenance