

MAINTENANCE MANAGER

This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.

DEFINITION

Under general direction, directs, manages, supervises and coordinates the activities and operations of the Maintenance Division(s) in the Operations and Maintenance Department; manages, plans, and reviews all activities to ensure compliance with regulatory requirements including safety, water, land, and air issues, and all services are provided in a reliable, timely and cost effective manner while maximizing customer satisfaction; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex managerial support to the Director of Operations and Maintenance; and performs duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Department Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for managing a division in the Operations and Maintenance Department. The position is responsible for developing and implementing policies and procedures for assigned division, short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other OC San divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to the next level of management authority on policies, procedures, and major OC San initiatives.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.

- Assumes management responsibility for services and activities of the Maintenance Division; provides proactive leadership and analyzes proposed internal and external regulations, codes, laws, and proposed legislative bills that affect current and future operational programs; ensures compliance with all federal, state and local laws, rules, and regulations regarding water, air, solids, safety, and human factors, and facilities' design conditions and standards.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs, including safety procedures; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; optimizes organizational structure and staffing levels by monitoring effectiveness of work performed

and reviewing business practices and performance metrics; recommends, within departmental policy, appropriate service and staffing levels.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; selects, trains, and motivates staff; provides policy and procedural guidance and interpretation; provides technical and safety training; prepares, reviews, implements, and manages job plans; evaluates performance, works with employees on performance issues and training and development, and implements discipline and termination procedures.
- Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; reviews and approves purchase requisitions and work orders; monitors and approves expenditures; implements adjustments.
- Oversees and participates in the development of engineering repairs; reviews technical plans and specifications; ensures asset reliability and infrastructure stability.
- Develops, plans, directs, trains, and oversees emergency operations for major and minor events including sewer spills; coordinates operations with outside agencies as necessary.
- Oversees the effective implementation of computerized maintenance management system, predictive monitoring technologies, and related systems by applying reliability centered maintenance practices across all disciplines and coordinating strategies, best practices, and maintenance activities with the assigned supervisors, other management, divisions, and departments, and outside agencies and organizations.
- Oversees and participates in the collection and compilation of data; reviews and approves reports and memorandums on activities; prepares and presents reports; distributes data, reports, and memoranda to staff, management, and other departments as requested.
- Provides responsible staff assistance to the Director of Operations and Maintenance; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to operation and maintenance programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; serves as staff on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of assigned maintenance work.
- Serves as the liaison for assigned division(s) with other divisions, departments, and outside agencies; responds to, negotiates, and resolves sensitive and controversial issues, inquiries, and complaints.
- Ensures OC San's safety and health programs are implemented and carried out in the assigned division(s).
- Performs duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned area of responsibility.
- 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 leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation and evaluation, policy and procedure development, quality control, and work standards.
- Operations, services, and activities of maintenance programs such as maintenance and repair of OC San treatment plants and related facilities and equipment, wastewater collections systems, energy co-generation facilities and equipment, fleet, mechanical, electrical, and instrumentation maintenance, preventative maintenance, and/or asset management.

- Advanced methods, techniques, strategies, and related key performance indicators for measuring success of a maintenance organization.
- Safety principles, practices, and procedures of all facilities, equipment, and materials used in wastewater treatment and wastewater collection systems.
- Construction, maintenance, and operating characteristics of wastewater collections and treatment facilities, equipment, and systems.
- Technical report writing and preparation of correspondence.
- Principles of mathematics and their application to maintenance work.
- Principles and procedures of record keeping and reporting.
- Principles and practices of budget and contract preparation and administration.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for assigned division(s).
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively resolve conflict within assigned area of responsibility, negotiate and resolve complex issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of division and department goals and objectives.
- Conduct research, analyze and interpret data, draw conclusions, and summarize and present information, reports, and data in an effective manner.
- Read and interpret blueprints, schematics, plans, and drawings.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the department in meetings with governmental agencies, contractors, vendors, community groups, the public, and various business, professional, regulatory, and legislative organizations.
- Prepare or direct the preparation of clear and concise reports, correspondence, and other written material.
- Direct the establishment and maintenance of a variety of manual and computerized files, record keeping, and project management systems.
- Operate a motor vehicle and travel to various OC San sites, projects, and/or meetings.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, legal, and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.

- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Employment Standards:

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in engineering, maintenance management, construction management, or a related field.
2. Eight (8) years of increasingly responsible work experience in pipes and plant facilities, wastewater collection systems, mechanical equipment, electrical distribution or instrumentation systems, including four (4) years of progressively more responsible experience as project or technical lead or supervisory experience.

Licenses and/or Certifications:

- Must possess a valid California Class C Driver's License.

Disaster Service Workers:

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

PHYSICAL DEMANDS

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; operate a motor vehicle to travel to various OC San sites, projects, and/or meetings; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

ENVIRONMENTAL ELEMENTS

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- May work in the field with occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, heights, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

OTHER REQUIREMENTS

- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.