

City of South San Francisco
Human Resources Department

Maintenance Services Supervisor
Class Description

Definition

Under general direction, performs responsible professional and technical work in promoting, organizing, and supervising a comprehensive maintenance program within the Public Works or Parks and Recreation Department, in such areas as: public works maintenance, facilities maintenance, parks maintenance, or the operation of a City fleet; organizes, schedules, and supervises the work of employees engaged in work; and does related work as assigned.

Distinguishing Characteristics

This multi-position middle management level classification performs work in several functional areas and is distinguished by its core responsibility for supervising employees, programs and activities within the Public Works or Parks and Recreation Department. Depending upon assignment, work is performed under general direction and incumbents may provide support for inter-divisional programs and functions. This classification has full supervisory responsibility for staff at different locations and has full administrative and fiscal responsibility for specific programs and/or projects. Incumbents perform professional level activities and have considerable latitude for independent decision making in choosing methods of developing and implementing approved procedures.

Typical and Important Duties

The following duties are typical for this classification. Depending on the position, incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Assists in the planning, coordinating, and supervising of the City's maintenance services programs in a variety of areas within the Public Works or Parks and Recreation Department, including:
 - Building and facilities maintenance for repairing and improving all City buildings, structures and facilities; inspecting City buildings, structures and facilities to locate and determine extent of repair, maintenance, or suggested improvements required; ensuring all routine and major repairs, replacements, renovations and maintenance plans are completed; operating a central store with items to be used in all departments; and establishing and maintaining practices consistent with conservation of energy and natural resources.
 - City Fleet for developing equipment specifications in conjunction with other City departmental representatives; conferring with other City staff and suppliers regarding the purchase and maintenance of all City vehicles and equipment; ensuring all City vehicles and equipment are maintained according to standard; inspecting work in progress and upon completion to ensure conformance to shop standards; providing technical expertise and assistance to shop staff.

- Parks maintenance for City grounds, recreation facilities, public parks and play areas, medians, traffic islands, facility landscape, and other maintenance; complying with plans, specifications and cost estimates relating to the design, installation, and maintenance of City properties; participating or selecting shrubs, trees, flowers, and grasses to be planted; assisting in and overseeing repairs of lighting, painting, and irrigation items. The Parks Supervisor may be required to serve as the City Arborist, overseeing the urban forest and supervising the tree trimming crews.
- Public work maintenance for cleaning and maintaining sewer lines and storm drain systems; maintaining streets, sidewalks, curbs, and drainage facilities; street sweeping and cleanup; painting traffic lines and markings; complying with plans, specifications and cost estimates relating to the design, installation, and maintenance of City properties.
- Serve as the City's project manager for maintenance and repair work to be executed by outside contractors, which could include playground equipment replacement, landscape, field and court renovations (Parks); carpeting, painting, elevator and HVAC replacements (Facilities); sewer and storm water conveyance repair, curb, gutter, and sidewalk repair and street repair (Public Works); vehicle and equipment repair (Fleet); and a host of other projects.

2. Prepares work schedules; assigns work; evaluates and reviews the work of subordinates; trains staff in the safe and proper methods of carrying out assigned tasks; and solves difficult problems encountered by the staff.
3. Determines priority of work to be done and estimates or obtains estimates of repair cost.
4. Ensures that required materials and equipment are available to carry out assigned tasks; determines stock requirements; ordering parts, supplies, and equipment as needed.
5. Inspects work in progress and upon completion to ensure conformance to established standards for City grounds, facilities, infrastructures, equipment, and other areas under the scope of the work assignment to ensure it is properly maintained.
6. Establishes and maintains a variety of paper and electronic records, such as vehicle replacement accounts and preventive maintenance schedules; facilities maintenance and upgrade activity records.
7. Prepares required reports; makes recommendations on the types of equipment needed for the program's activities; conducts special studies and prepares reports orally and in writing.
8. May perform the work of the unit under unusual or emergency circumstances.
9. Confers with superiors to discuss work projects and establish priorities.
10. Conducts safety and other training specific to the unit's work; oversees and enforces safe work practices.
11. Makes effective recommendations concerning employee hiring, promotion, and disciplining.
12. Investigates complaints from the public concerning the work unit; takes appropriate action.
13. Understands and implements sustainability and conservation strategies to preserve natural resources and energy efficiencies.
14. Supports and manages volunteer groups engaging in a variety of improvement projects, such as community build playgrounds, clean-up events, tree plantings, etc.

15. Attends various meetings and makes presentations as needed in order to provide information relating to the City's overall maintenance services programs.
16. Demonstrates the highest standards of internal and external customer service, including professionalism, follow-through, timeliness, and clear communication.
17. Assists in the preparation of budget for the division, monitors and controls expenditures within appropriations, recommends revenue opportunities, and explores avenues for cost recovery.
18. Explores grant opportunities, participates in the submittal of applications, and may administer grant funds including the preparation of reports to funder.
19. Performs related duties and responsibilities as assigned.

Job-related Qualifications

Depending on the department or assigned area, the incumbent must have job-related knowledge, abilities, and skills.

Knowledge of:

- Methods, materials, and equipment used for the specific program in design, construction, repair and maintenance of City facilities, programs, and equipment.
- Principles, methods, and practices pertaining to the operation of a City fleet repair facility; tools, lubricants, equipment and procedures used in servicing and repairing a variety of automotive and heavy equipment; principles and methods used in preventive maintenance.
- Methods, materials, and equipment used in the maintenance of City facilities, parks, and recreational facilities; characteristics of various plant life, turf, irrigation, and contracts.
- Principles, methods, and practices relating to efficient operation of a public works, city fleet, parks or facilities maintenance program; techniques, methods, services, tools, and materials of public works, fleet, parks or facilities maintenance.
- Principles, methods and practices of fleet management.
- Efficient use and operation of various computer systems and their associated applications as required by assignment.
- Construction skills and techniques.
- Safety principles, practices, regulations, and procedures related to the work, including OSHA regulations.
- Principles and practices of program administration, including budgeting, purchasing, and personnel management.
- Principles and practices of public administration and human resources as applied to function, including basic employee-relations concepts.
- Principles of management, supervision, training, and employee development.

Ability to:

- Acquire a thorough knowledge of applicable City, departmental and divisional policies and procedures.
- Plan, organize, and supervise the work of subordinate employees.

- Read, interpret and work from construction plans, specifications, blueprints, diagrams and sketches.
- Read, interpret, and accurately apply a variety of federal, state and local rules and regulations, including Americans with Disabilities Act requirements.
- Troubleshoot problems and determine materials and supplies required for maintenance, repair, and other projects.
- Estimate labor and material costs for projects.
- Schedule the repair and maintenance of City equipment with minimal impact to the mission of the affected departments.
- Direct and inspect the technical details under the scope of the work assignment.
- Read, interpret, and accurately apply a variety of federal, state, and local rules and regulations.
- Provide appropriate advice and assistance on problems to obtain effective results.
- Coordinate various projects with other City employees and public officials.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Keep accurate records and prepare clear and concise oral and written reports.
- Prepare complex reports and analyses; prepare clear, concise, and complete written reports.
- Establish and maintain cooperative working relationships with subordinates, other employees, and the general public.
- Review organizational and administrative problems and recommend and implement an effective course of action.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures; develop and implement procedures and systems.
- Work in a safe manner, modeling correct City safety practices and procedures; coach others and enforce adherence to safety police and procedures; identify, correct, and report safety hazards.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a standard computer with speed and accuracy sufficient to perform assigned work.
- Driving a variety of vehicles safely.

Experience and Training

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

Experience:

- For Public Works: Five years of progressively more responsible journey-level experience in one or more of the following areas: maintenance and repair of automotive and other heavy equipment, public works, and construction. Two years of this experience must be at least in a lead capacity.
- For Parks and Recreation: Five years of progressively more responsible journey-level experience in one or more of the following areas: custodial/building maintenance, general contracting/construction (Facilities), parks and general grounds maintenance, including extensive knowledge and skill in landscape, horticultural, and arboricultural activities (Parks). Two years of this experience must be at least in a lead capacity.

Training:

Equivalent to graduation from high school, supplemented by completion of college-level courses in management and supervision, plus:

- For Public Works: For certain positions, additional training in mechanical technology or an associate's degree from an accredited college or university with major coursework in construction or closely related field, or completion of American Public Works Association or International Municipal Signal Association Classroom Training Programs.
- For Parks and Recreation: An associate's degree from an accredited college or university with major coursework in horticulture, arboriculture, construction, or closely related field is desirable.

Licenses or Certificates

All required licenses and certifications must be maintained as a condition of employment.

For Public Works:

All Positions:

- Possession of, or the ability to obtain, an appropriate, valid California commercial driver's license with proper endorsements and a satisfactory driving record which must be obtained within the first six months of employment.

When Assigned to Fleet:

- Possession of, or the ability to obtain as appropriate, an Automotive Service Excellence (ASE) certification.
- Possession of, or the ability to obtain as appropriate, a California State Fire Training Fire Mechanic I certification, or equivalent.

When Assigned to Sewer and Street:

- Possession of, or the ability to obtain as appropriate, a Collections System certification through the California Water Environment Association (CWEA).
- Possession of, or the ability to obtain as appropriate, a backflow devices certification.

- Possession of, or the ability to obtain as appropriate, a confined space certification.

For Parks and Recreation:

All Positions:

- Possession of, or the ability to obtain, an appropriate, valid California driver's license and a satisfactory driving record.

When Assigned to Parks Maintenance:

- Possession of, or the ability to obtain as appropriate, a Qualified Applicator's Certificate (QAC) within the first 12 months of employment.
- Possession of, or the ability to obtain as appropriate, a Certified Arborist certification through the International Society of Arboriculture is highly desirable for incumbents overseeing the tree crew.

Special Requirements

Essential duties require the following:

Physical Skills:

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 75 pound boxes and materials.

Work Environment:

Mobility to work in a typical office and/or field setting; exposure to cold, heat, noise, outdoors, inclement weather, dust, dirt, vibration, chemicals, traffic, traffic hazards, confining workspace, mechanical hazards, electrical hazards, and explosive hazards.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; work protracted and irregular hours and evening meetings or off-shift work for meeting attendance or participation in specific projects or programs; available for evening meetings.

Additional Information:

- Approved: June 1999
- Revised: May 2002, June 2003, January 2004, June 2005, June 2006, January 2014, July 2019
- Former Titles: Maintenance Services Supervisor, Park Supervisor, Garage Supervisor, Public Works Supervisor, Building Maintenance Supervisor
- Abolished: Park Supervisor abolished June 1999, Garage Supervisor, Public Works Supervisor, and Building Maintenance Supervisor, abolished March 2002, Public Works Supervisor, abolished January 2014
- Bargaining Unit: Mid-management

- DOT: Yes (when assigned to Public Works Department only)
- Status: Classified/Exempt
- Job Code: M255