

The Maryland-National Capital Park and Planning Commission

TITLE: Fleet Services Manager

GRADE: 30

DATE: 2/16/2021

SERIES: Park and Recreation Management CODE: 2488 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, manages a County-wide fleet management program which involves administrative work of considerable responsibility, complexity and variety. Plans, develops, and directs the automotive and mechanical equipment acquisition, maintenance, repair, evaluation, and inspection for a county. Performs a wide variety of administrative work to administer the fleet management program which involves setting standards and policies to provide a uniform level of maintenance; managing budget and controlling expenditures in accordance with approved budget; and coordinating with Commission divisions and departments on projects and programs related to business and overall productivity. The work program has an important impact on management of automotive and mechanical equipment, County-wide. Applies considerable knowledge of management of a complex automotive maintenance and fleet operation, maintenance of automotive and equipment systems, management practices and procedures, administrative practices, business administration, budget preparation and control, purchasing and procurement, and rules, regulations, laws and guidelines, to ensure automotive and mechanical equipment and services are effective. Independently performs various types of analyses and solves conventional, non-standard and challenging problems. Interacts with people inside and outside the organization, including the public, to exchange information, coordinate, obtain agreement, gain compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other related duties, as assigned.

Assignments are made in terms of functional responsibilities, goals, priorities and resources. The incumbent independently plans the work programs and ensures it is carried out in conformance with established policies and procedures and accepted customer service practices; keeps the supervisor informed; resolves problems or deviations referred by subordinates or management by selecting and applying the appropriate guidelines; and brings challenging and highly sensitive problems to the supervisor for guidance or resolution. Work is expected to be effective – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision ($\pm 20\%$)

- Manages a Fleet Management work program and unit. Keeps unit staff informed of Commission policies and procedures; establishes work program goals and objectives; sets work standards; enforces work rules; plans, schedules, assigns and reviews the work of the unit. Provides input for and recommends and administers approved unit budgets (controls expenditures); manages unit staff and other personnel in support of programmatic objectives and operational requirements; monitors work operations; ensures oversight of the work of consultants and contractors.

The Maryland-National Capital Park and Planning Commission

TITLE: Fleet Services Manager

GRADE: 30

DATE: 2/16/2021

SERIES: Park and Recreation Management CODE: 2488 EEO: Professional FLSA: Exempt

- Performs a full range of supervisory human resource (HR) management functions, unit wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains and develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.

2. Core Functions (±60%) – assigned functions vary by position

- Operations of Central Repair and Equipment Maintenance Facilities/Repair Shops. Plans, directs, and coordinates operations of the county-wide repair facility and all equipment maintenance and repair shops; sets standards and policies to provide a uniform level of maintenance. Analyzes and evaluates the effectiveness and efficiency of all repair and equipment maintenance facilities; travels to region shops to touch base with staff and deal with issues associated with remote shops.
- Purchasing. Oversees analysis and evaluation of the performance of automotive and construction equipment in fleet to develop responsive purchase specifications; submits technical specifications to Central Purchasing for vehicle and medium and heavy equipment purchases, obtains bids and price quotations. Selects bids for award reviews, coordinates, and controls all requests for purchase of vehicles and medium and heavy equipment; makes decisions on the replacement and disposition of all vehicles and equipment. Writes purchase orders and requisitions; maintains and oversees the purchase card program as it relates to vehicles and equipment.
- Administration. Accumulates data on vehicle utilization, accidents and fuel usage for department; maintains documentation for trash truck licensing, tire disposal, auction vehicle and equipment disposal, vehicle maintenance, fleet contracts and purchase orders. Conducts administrative duties related to implementing, tracking and supporting operational programs and projects to include conducting staff meetings to discuss program progress and accumulating data to support and establish timelines, and goals for current and future programs and projects. Updates monthly mileage database for vehicles; answers fleet and program related questions.
- Budget. Manages budget and provides justification for fleet management operations; prepares annual budget requests for unit; controls expenditures in accordance with approved budget. Maintains and tracks data on expenditures and compares this data to the projected annual costs; and sets priorities to ensure conformance to annual spending limits. Utilizes fleet database to forecast projected labor, parts and supply costs for the annual operating budget; uses historic data and projected future data to estimate annual fuel usage and associated costs.

The Maryland-National Capital Park and Planning Commission

TITLE: Fleet Services Manager

GRADE: 30

DATE: 2/16/2021

SERIES: Park and Recreation Management CODE: 2488 EEO: Professional FLSA: Exempt

- Fleet Programs. Manages and monitors fleet programs for the department related to preventative maintenance, asset allocation and utilization by divisions, the life cycle inventory program, contract repairs, accident repairs and works with management to determine effectiveness of current programs and ways to improve programs to meet future needs; develops new programs and initiatives as needed.
- Project Management. Informs and coordinates with other Commission divisions and departments on projects and programs related to their business and overall productivity; manages costs and timelines according to Capital Improvement Projects (CIP), projected and current vehicle acquisition costs and communicates this data to Commission management in a timely and understandable format. Evaluates fleet facility buildings for needed upgrades and repairs; formulates a CIP budget based on projected needs for facilities and works with trades to determine best course of action and timelines for projects to be scheduled; may work as a project manager to implement construction or an upgrade.
- Fueling Stations. Maintains fueling sites and ensures they are in good repair; ensures all documentation and files for fueling sites are in compliance with Maryland Department of the Environment (MDE) guidelines. Coordinates with local parks and MDE for fuel site inspections.
- Snow Removal. Negotiates contracts and coordinates snow removal assistance with county for clearing of roads; manages staff assignments for shifts of employees including call-ins, pay, and reimbursement from the county. May coordinate for mechanic support.

3. Other Duties (±20%)

- Develops and oversees implementation of information systems to improve fleet management operation effectiveness; manages fleet database for the department. Ensures the system is operating properly, updates are installed as needed and system is meeting all data management needs for department's fleet operations.
- Acts as a fleet technical resource expert for department; attends events to meet with and exchange best practices with fleet and facility professionals. Reports to upper management on possible new processes and equipment that could improve program efficiency; conveys information to staff and helps them apply new techniques to tasks.
- Meets with vendors to evaluate needs for services; initiates contracts for projects and obtains funding. Monitors contracts for accuracy and approves payment of invoices when contracts are complete.
- Ensures that shops and facilities maintain safe practices; obtains information on and investigates accidents. Attends safety committee meetings and makes presentations; conducts safety inspections. Distributes safety related materials to staff.

The Maryland-National Capital Park and Planning Commission

TITLE: Fleet Services Manager

GRADE: 30

DATE: 2/16/2021

SERIES: Park and Recreation Management CODE: 2488 EEO: Professional FLSA: Exempt

Important Worker Characteristics:

- A. Considerable knowledge of (1) management of a complex automotive maintenance and fleet operation; (2) maintenance of automotive and equipment systems; (3) management practices and procedures; (4) administrative practices; (5) business administration; (6) budget preparation and control; (7) purchasing and procurement; (8) rules, regulations, laws and guidelines (e.g., Fleet Management System Vehicle software manual, Internal Revenue Service (IRS) regulations on vehicle use, manufacturer guidelines, Department of Transportation (DOT) specifications, Environmental Protection Agency (EPA) regulations, National Pollutant Discharge Elimination System (NPDES) guidelines); and (9) Commission organization, policies and procedures*.
- B. Management and supervisory skills to effectively manage and develop professional staff, monitor performance, develop and evaluate performance goals, train and develop skills and abilities, provide leadership, follow Commission personnel policies and procedures and recognize and recommend personnel actions including recruitment, selection, promotion, transfer and discipline.
- C. Skills to (1) analyze and evaluate data; (2) calculate fractions, decimals, and percentages; (3) read, write and present technical reports and correspondence; (4) organize work efficiently and effectively; (5) provide courteous service; (6) interface with union representatives and learn union contract guidelines; and (7) meet deadlines.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information in writing so that others will understand and, at times, be convinced or persuaded.
- F. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships, working as a member or a leader of a team and mediating disputes.
- G. Skill in operation of (1) software specific to field (e.g., fleet management system vehicle software, enterprise asset management software scheduling and work order software, timekeeping software *; and (2) standard computer software (MS Office Suite).

**Typically acquired or fully developed primarily after employment in this job class.*

The Maryland-National Capital Park and Planning Commission

TITLE: Fleet Services Manager

GRADE: 30

DATE: 2/16/2021

SERIES: Park and Recreation Management CODE: 2488 EEO: Professional FLSA: Exempt

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business or Public Administration, or any other related field.
2. Six (6) years of varied and responsible experience in the administration of a large fleet maintenance operation, including budget preparation, analysis, and control.
3. An equivalent combination of education and experience may be substituted, which together total ten (10) years.
4. Valid driver's license in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.
5. Pass Commission medical examination.

Working Conditions:

Works in indoor (mainly) and outdoor settings; exposure to varied weather conditions, dirt, grease, noise, dust, exhaust fumes, and caustic chemicals. Must be available to work during emergencies and be on-call after hours or on weekends. Positions in this class must frequently: remain in a stationary position, move about inside and outside, operate and maneuver vehicles, tools and equipment, position self to complete manual work, pull and use fingers to perform mechanical work, communicate and exchange information with internal staff and the public; be able to distinguish between colors; and move equipment, tools and objects weighing up to 25 pounds. May be subject to various job demands such as high volume of work and tight deadlines.