



JOB DESCRIPTION

TITLE: **MANAGER, FLEET OPERATIONS**

DEPARTMENT: **Public Works**

Position Last Evaluated: Feb 2015

Job Desc. Last Updated: Feb 2020

GENERAL ACCOUNTABILITY

The Manager, Fleet Operations plans and manages the maintenance, overhaul, and repair of the City's fleet of vehicles and equipment, oversees the operation, maintenance, and security of fleet servicing equipment and systems, communications equipment, and Public Works facilities and Operations Yards. This position leads the development, implementation and management of Green Fleet Programs.

The work entails overseeing the allocation, utilization, fuel and GHG emissions reduction, maintenance, repair, replacement, and disposal of the City's vehicles, heavy equipment, and portable equipment, and managing the fleet standardization in order to maintain vehicle and equipment economy and minimize the use and stocking of parts. This position also manages the communications systems, maintaining effective two-way radio connections involving mobiles, portables, desk sets, and base stations. The incumbent coordinates work with other agencies and City departments, negotiates and manages service and equipment contracts, and ensures services are delivered in accordance with requirements, City policy, and environmental and safety legislation.

Work is performed under the general direction of the Director, Public Works. The exercising of considerable independent judgment and action is expected with only matters of major impact or policy issues discussed with the Director.

NATURE AND SCOPE OF WORK

Plans, organizes, directs, and controls programs, operations and services related to the maintenance, overhaul, and repair of the City's fleet of vehicles, small and heavy equipment, and stationary and mobile power generators.

NATURE AND SCOPE OF WORK cont.

Plans, assigns, supervises, and reviews the work of employees engaged in garage, welding trades, and administration activities, vehicle and equipment maintenance and management functions and job/driver training and driver/operator safety programs activities, determines and ensures appropriate staffing levels, and provides direction and guidance to employees responsible for system operation and maintenance.

Manages through subordinate supervisors a large group of staff engaged in the delivery of services. Participates in the selection, appointment, and appraisal of staff and approval of training programs, and recommends promotion, discipline, and termination as appropriate.

Oversees and manages the City pool car and rental program.

Manages the operation, repair, maintenance, and security of fleet management and fleet servicing systems and equipment, communications equipment, and remote communications tower site and facility, power generation and pumping stations, and fleet buildings and yards.

Participates in the development of short and long-range plans and priorities relating to the provision of Public Works facility services. Manages maintenance contracts for Public Works facilities.

Develops, recommends, implements, and maintains policies, standards, systems, and procedures to support and control operations in accordance with City requirements and policy, and environmental and safety legislation, including the reduction of GHG's and improving the energy efficiency of fleet, equipment, and Public Works facilities.

Reviews and evaluates work methods, equipment, working conditions, and environmental and safety concerns, and implements necessary improvements to achieve appropriate standards of service.

Supervises and/or prepares specifications and contract documents for equipment and services, including professional services associated with required studies, surveys, and other technical requirements. Negotiates contracts, monitors and/or oversees contract performance and authorizes payment for services rendered. Makes recommendations for the award of major equipment purchases.

In consultation with the Director, Public Works, prepares and administers an annual budget for areas of responsibility and recommends the re-allocation of financial and human resources to ensure corporate objectives, levels of service, and annual financial and program targets are achieved.

Liaises with service suppliers and City departments to schedule and coordinate work, and investigates and resolves issues where potential conflict may exist.

NATURE AND SCOPE OF WORK cont.

Reviews MVA reports, liaises and investigates further with ICBC regarding Accidents and Civil Litigation, if necessary.

Administers the City's Vehicle and Equipment Maintenance and Management program, sets rates for all vehicles and equipment for lease-back to user departments, ensures the insuring of all vehicles and equipment in accordance with established policies and procedures, and recommends changes to policies or procedures governing vehicle and equipment maintenance and management as required.

Formulates technical specifications for purchase of new vehicles and equipment, prepares technical evaluations of proposals for the purchase of new vehicles and equipment, recommends suitability in terms of safety features and ease of operation, and ensures needed safety features are incorporated on existing equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of the methods, procedures, techniques, material, and equipment utilized in the maintenance, overhaul, and repair of electric, gasoline, diesel, propane, and alternate fuel powered automobiles, trucks, small/heavy equipment, stationary and mobile power generation, and pumping units.

Extensive knowledge of the methods, procedures, techniques, material, and equipment utilized in the operation, repair, maintenance, and security of fleet management and fleet servicing systems and equipment, communications equipment and remote communications tower site and facilities, power generation and pumping stations, and service buildings and yards.

Extensive knowledge of occupational hazards and effective precautionary measures pertaining to fleet, building, and yards maintenance.

Good knowledge of VHF/UHF two-way radio communications, cellular and telephone services/equipment as well as perimeter alarm and CCTV video monitoring security systems.

Good knowledge of the principles and practices of budgeting, estimating, and contract management, asset management and business case development, and proven ability to administer complex budgets.

Ability to effectively plan, organize, direct and control the operations of the section and manage personnel engaged in providing a diverse range of technical and operational municipal programs and services.

Ability to prepare and administer budgets and prepare, interpret, and manage contracts.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES cont.

Ability to solve complex problems, examine alternatives, and present sound advice and guidance to senior management on all aspects of the work.

Proven ability to resolve conflict and deal tactfully and effectively with elected officials, businesses, outside agencies, media, other government agencies, staff, and the public.

Excellent verbal and written communication, interpersonal, supervisory, and conflict resolution skills.

Performs duties as assigned in the City of Nanaimo Emergency Coordination Centre, or in the Department (Emergency) Operations Centre in the event of an emergency.

Ability and availability to meet 24/7 emergency needs and efficiently organize special crews to overcome unusual conditions.

Ability to recognize and resolve safety and risk management issues.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Possession of a valid Interprovincial Journeyman Certificate of Qualifications in Heavy Duty, Commercial Transport, or Automotive Mechanics.

A minimum of 5 years' of recent related experience in fleet management, project management, maintenance, and repair of a wide variety of vehicles and equipment and sound administrative experience, including proven management supervisory experience.

An equivalent combination of education and experience may be considered.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

Commercial Vehicle Inspection Certificate.

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

DESIRABLE TRAINING, EXPERIENCE AND/OR CERTIFICATION

A degree in Commerce or Business Administration, Fleet Management Certification, BC Motor Vehicle Inspector Authorization Certification, Automotive Service Technician Certification and valid Class 3 BC Drivers' Licence with Air endorsement are desirable.

GENERAL STANDARDS

Managers and supervisors shall ensure the health and safety of their employees by demonstrating support and participation in all aspects of the Occupational Health & Safety (OH&S) Program, communicating hazards and expectations of safety, maintaining safe work areas, and assigning work to trained persons.

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.