



Human Resources

Room 340
411 West First Street
Duluth, Minnesota 55802



218-730-5210



hrinformation
@duluthmn.gov

DATE: February 2, 2021

TO: Civil Service Board

FROM: Heather DuVal
Human Resources Supervisor

SUBJECT: Revised Job Classification of Manager, Fleet Services

RECOMMENDATION:

APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF MANAGER, FLEET SERVICES.

Background Information

Fleet Services is undergoing restructuring of their current operations and in doing so, the current classifications were reviewed by employees, management, and human resources.

The Fleet Services Manager job classification was most recently revised in 2015. Since this time, the demands and duties of the position have evolved and changed requiring a need to reflect the current duties and responsibilities more accurately. Additionally, the division is going through a reorganization and a Supervisor position is being added to help support the Manager and provide better day-to-day leadership in the service department which also requires clarity on the difference in job duties between these positions.

The revisions to this job classification were discussed with the supervisory union and all are agreeable to the changes.

Outline of Duties

Under general direction, the Fleet Services Manager will plan, direct, and supervise the operations and staff of the fleet management systems and services including the procurement, utilization, operation, maintenance, repair, fueling, and disposition of all City vehicles and equipment.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Manager, Fleet Services.

MANAGER, FLEET SERVICES

SUMMARY/PURPOSE

Manage and oversee the Citywide Rolling Stock Capital Equipment Program. Plan, direct, and supervise the systems and operations of Fleet Services, including the procurement, utilization, operation, maintenance, repair, fueling and disposition of all City vehicles and equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage the operations of Fleet Services in accordance with procurement protocols including performance and cost benefit analysis of all Fleet Services functions.
2. Prepare, review, and monitor the Fleet budget.
3. Manage GPS training, installation, notifications, reporting, and troubleshoot as needed.
4. Manage shipments and send out freight and equipment for repairs, return, or auction sale.
5. Manage Fleet building security system.
6. Coordinate and perform tasks related to licensing City vehicles, including budgeting for, ordering, purchasing, and delivering license plates, tabs, titles, vehicles, equipment, and supplies.
7. Maintain regular verbal and written correspondence with shop personnel, vendors, and other departments and outside organizations.
8. Design, operate, and maintain fleet management software systems in order to track inventory, process work orders, and track payment invoices.
9. Design and monitor a preventative maintenance program for all City vehicles and equipment.
10. Oversee the scheduling, diagnosis, and inspection of vehicle repair and maintenance.
11. Recommend, develop, and implement new or improved operational procedures.
12. Process paperwork from all Fleet shops, including work orders, parts use, invoices, and Purchase Authorization Forms (PAFs).
13. Manage Fleet Planning Committee to develop and standardize vehicle and equipment specifications.
14. Manage fixed asset property records for all property transactions.
15. Manage the rolling stock Capital Equipment Program including development of long-term Rolling Stock replacement programs for City departments.
16. Develop annual, 5-year, and long-term Rolling Stock replacement programs for all City departments.
17. Provide lifecycle, replacement cycle, and replacement forecast reports to guide departmental decisions.
18. Research new products, collect bids, and make price comparisons for parts and equipment.
19. Prepare all asset replacement justification documentation, including lifecycle reports, statement of purpose narrative, and replacement impact form.
20. Provide complete actionable quotes to departments for requisition preparation.
21. In collaboration with Service Center Supervisor, inspect and verify basic spec compliance and check for transportation damage.
22. Serve as a member on the Accident Review Board.
23. Manage employee performance and provide training, coaching, and mentoring for employees.
24. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
25. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
26. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
27. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.

28. Establish and maintain positive working relationship with the employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.
29. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Five (5) years of verifiable supervisory experience in a position responsible for budget preparation, inventory control, procurement, operation and maintenance of fleet vehicles, or a combination of equivalent training and education.
2. Preferred Experience
 - A. Work experience in related field of light and/or heavy vehicle and equipment maintenance in a municipal or mixed fleet environment.
3. License Requirements
 - A. Possession of a valid Minnesota Class "B" commercial driver's license.
4. Knowledge Requirements
 - A. Extensive knowledge of current trends and technological developments pertaining to procurement, utilization, operation, budget/cost allocation, and fuel/maintenance.
 - B. Knowledge of the methods, equipment, and materials used for inspecting, diagnosing, repairing, and maintaining vehicles and related equipment.
 - C. Knowledge of the principles and practices of automotive repair shop management.
 - D. Knowledge of the professional and technical standards of fleet management.
 - E. Knowledge of applicable federal and state occupational safety and health standards.
 - F. Knowledge of state vehicle laws and defensive driving techniques.
 - G. Knowledge of budgetary practices.
 - H. Knowledge of effective leadership and personnel practices.
 - I. Knowledge of accepted supervisory practices.
5. Skill Requirements
 - A. Skill in business practices applicable to fleet management (i.e., system analysis, computer utilization, and financial recordkeeping).
 - B. Skill in materials management and inventory control methods and procedures, including bidding, interpreting parts manuals, ordering, purchasing, receiving, issuing, and recording inventory.
 - C. Skill in directing the operation of the vehicle management information system.
 - D. Skill in establishing and standardizing vehicle replacement policies and developing a preventative maintenance program.
 - E. Skill in operating forklifts and other heavy equipment as required.
 - F. Skill in effectively communicating verbally and in writing.
 - G. Skill in performing accurate mathematical calculations for the purpose of developing and maintaining parts budget and purchasing equipment and supplies.
6. Ability Requirements
 - A. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.

- B. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - C. Ability to maintain confidential information.
 - D. Ability to use good judgment in decision-making.
 - E. Exhibits leadership qualities of dependability and accountability.
 - F. Ability to supervise and train personnel in proper use of parts and equipment.
 - G. Ability to monitor operations, maintain accurate records, analyze data for budgets and purchasing, and prepare required reports.
7. Physical Ability Requirements
- A. Dexterity to operate computer and other office equipment.
 - B. Ability to occasionally work outside in all types of weather.
 - C. Ability to lift or carry parts and equipment weighing up to 60 pounds.
 - D. Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
 - E. Ability to attend work on a regular basis.

| | | | | |
|---|--------------------|-------------------------|------|----------------|
| HR: HD | Union: Supervisory | EEOC: Paraprofessionals | CSB: | Class No: 1754 |
| WC: 8810 | Pay: 1100-1115 | EEOF: Other | CC: | Resolution: |
| Title change from Manager, Maintenance & Supply Services (16-0057R; 01/25/2016) | | | | |

MANAGER, FLEET SERVICES

SUMMARY/PURPOSE

Manage and oversee the Citywide Rolling Stock Capital Equipment Program. P~~Under general direction,~~ plan, direct, and supervise the systems and operations of Fleet Services , ~~and staff of the fleet management systems and services~~ including the procurement, utilization, operation, maintenance, repair, fueling and disposition of all City vehicles and equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Manage the operations of Fleet Services in accordance with procurement protocols including ~~Measure~~ performance and ~~conduct~~ cost benefit analysis of all Fleet Services functions.
2. Prepare, review, and monitor the fleet budget.
3. Manage GPS training, installation, notifications, reporting, and troubleshoot as needed.
4. Manage shipments and send out freight and equipment for repairs, return, or auction sale.
5. Manage Fleet building security system.
6. Coordinate and perform tasks related to licensing City vehicles, including budgeting for, ordering, purchasing, and delivering license plates, tabs, titles, vehicles, equipment, and supplies.
7. Maintain regular verbal and written correspondence with shop personnel, vendors, and other departments and outside organizations.
8. Design, operate and maintain fleet management software systems in order to track inventory, process work orders, and track payment invoices.
9. Design and monitor a preventative maintenance program for all City vehicles and equipment.
10. Oversee the scheduling, diagnosis, and inspection of vehicle repair and maintenance.
11. Recommend, develop, and implement new or improved operational procedures.
12. Process paperwork from all Fleet shops, including work orders, parts use, invoices, and PAF's.
13. Manage Fleet Planning Committee to develop and standardize vehicle and equipment specifications.
- 4.14. Manage fixed asset property records for all property transactions.
2. ~~Operate and maintain fleet management software systems in order to track inventory, process work orders and payment invoices, manage duties related to vehicle fueling, and manage fleet work orders.~~
3. ~~Requisition parts and supplies in a timely manner and maintain adequate stock levels by forecasting seasonal demands, departmental needs, preventative maintenance activity, and general stock trends.~~
15. Manager the rolling stock Capital Equipment Program including development of long-term Rolling Stock replacement programs for City departments.
16. Develop annual, 5 year, and long-term Rolling Stock replacement programs for all City departments.
- 4.17. Provide lifecycle, replacement cycle, and replacement forecast reports to guide departmental decisions.
5. ~~Organize storage facility and operate equipment to receive, store, and move stock.~~
6. ~~Protect stock from destruction, abuse, fire, and theft.~~
7. ~~Inspect stock received to verify conformance to specifications prior to authorizing payment.~~
8. ~~Prepare order for delivery, distribute stock, and maintain records of materials issued.~~
9. ~~Manage and approve expenditures and purchase materials within established limits of authority.~~
18. Research new products, collect bids, and make price comparisons for parts and equipment.
40. Prepare all asset replacement justification documentation including lifecycle reports, statement of purpose narrative, and replacement impact form.
19.
20. Provide complete actionable quotes to departments for requisition preparation.

41. In collaboration with Service Center Supervisor, inspect and verify basic spec compliance and check for transportation damage. Manage shipments and send out freight and equipment for repairs, return, or auction sale.
Prioritize, assign work, coordinate schedules, and supervise personnel to ensure completion of work.
Effectively recommend the hire, transfer, promotion, suspension, or discharge of subordinate personnel.
Establish work standards and conduct employee evaluations.
Monitor work sites to ensure compliance with established methods, guidelines, and procedures.
Train personnel in the care and preservation of materials and equipment and in correct and safe operating procedures.
Effectively recommend adjustments or other actions in employee grievances.
Delegate authority and responsibilities to others as needed.
Disseminate information to employees through oral and written communications.
Prepare, review, and monitor the fleet budget.
Process paperwork from all Fleet shops, including work orders, parts use, invoices, and PAFs.
Design, maintain, and operate computer inventory systems.
Maintain regular verbal and written correspondence with shop personnel, vendors, and other departments and outside organizations.
Coordinate and perform tasks related to licensing City vehicles, including budgeting for, ordering, purchasing, and delivering license plates, tabs, titles, vehicles, equipment, and supplies.
Design and monitor a preventative maintenance program for all City vehicles and equipment.
Manage the scheduling, diagnosis, and inspection of vehicle repair and maintenance.
Effectively recommend, develop, and implement new or improved office procedures.
Manage fixed asset property records for all property transactions.
Assist City departments in leasing and managing equipment.
Manage training sessions and training records for Fleet employees.
Manage GPS training, installation, notifications, reporting, and troubleshoot as needed.
- 42.21. Manage Fleet building security system.
22. Serve as a member on the Accident Review Board.
23. Manage employee performance and provide training, coaching, and mentoring for employees.
24. Provide clear, sufficient, and timely direction and information to the employees about plans, expectations, tasks, and activities.
25. Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
26. Recommend the hires, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
27. Provide for ongoing training of employees in emerging methods, trends, technologies, and proper and safe work methods and procedures.
- 43.28. Establish and maintain positive working relationship with the employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.
- 44.29. Other duties may be assigned. Perform other related duties as assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- A. Five (5) years of verifiable supervisory experience in a position responsible for budget preparation, inventory control, procurement, operation and maintenance of fleet vehicles, or a combination of equivalent training and education.

2. Preferred Experience

- A. Work experience in related field of light and/or heavy vehicle and equipment maintenance in a municipal or mixed fleet environment.

~~B.A.~~

~~4.3.~~ License Requirements

- A. Possession of a valid Minnesota Class "B" commercial driver's license.
A.

~~2.4.~~ Knowledge Requirements

- A. Extensive knowledge of current trends and technological developments pertaining to procurement, utilization, operation, budget/cost allocation, and fuel/maintenance.
B. Knowledge of the methods, equipment and materials used for inspecting, diagnosing, repairing and maintaining vehicles and related equipment.
C. Knowledge of the principles and practices of automotive repair shop management.
D. Knowledge of the professional and technical standards of fleet management.
E. Knowledge of applicable Federal and State occupational safety and health standards.
F. Knowledge of state vehicle laws and defensive driving techniques.
G. Knowledge of budgetary practices.
H. Knowledge of effective leadership and personnel practices. ~~Knowledge of basic office procedures.~~
I. Knowledge of accepted supervisory practices.

~~3.5.~~ Skill Requirements

- A. Skill in business practices applicable to fleet management (i.e., system analysis, computer utilization, and financial record keeping).
B. Skill in materials management and inventory control methods and procedures, including bidding, interpreting parts manuals, ordering, purchasing, receiving, issuing, and recording inventory.
C. Skill in directing the operation of the vehicle management information system.
D. Skill in establishing and standardizing vehicle replacement policies and developing a preventative maintenance program.
E. Skill in operating forklifts and other heavy equipment as required.
F. Skill in effectively communicating verbally and in writing.
G. Skill in performing accurate mathematical calculations for the purpose of developing and maintaining parts budget and purchasing equipment and supplies.

~~4.6.~~ Ability Requirements

- A. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
- B. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- C. Ability to maintain confidential information.
- D. Ability to use good judgment in decision-making.
- A-E. Exhibits leadership qualities of dependability and accountability. ~~Ability to prioritize work.~~
- ~~B. Ability to establish an information system to support internal auditing and billing.~~
- C-F. Ability to supervise and train personnel in proper use of parts and equipment.
- D-G. Ability to monitor operations, maintain accurate records, analyze data for budgets and purchasing, and prepare required reports.

- ~~5. Ability to establish and maintain effective working relationships with supervisors, subordinates, and the public.~~
- ~~6. Mechanical ability.~~
- ~~7. Ability to work and make decisions under pressure.~~
- ~~8.~~

9.7. Physical Ability Requirements

- A. Dexterity to operate computer and other office equipment. ~~Ability to use a computer to prepare and maintain work orders, invoices, parts use, etc.~~
- B. Ability to occasionally work outside in all types of weather.
- C. Ability to lift or carry parts and equipment weighing up to 60 pounds.
- D. ~~Ability to work rotating shifts or be on call as necessary.~~ Ability to transport oneself to, from, and around sites of projects, tests, and other assignments.
- E. Ability to attend work on a regular basis.

| | | | | |
|---|--------------------|-------------------------|----------------------------|---------------------------------|
| HR: TS | Union: Supervisory | EEOC: Paraprofessionals | CSB: 11/17/2015 | Class No: 1754 |
| WC: 8810 | Pay: 1100-1115 | EEOF: Other | CC: 01/25/2016 | Resolution: 16-0057R |
| Title change from Manager, Maintenance & Supply Services 01/25/2016 | | | | |