

FLEET OPERATIONS MANAGER

Definition

Under direction, to manage, plan, organize, direct, control and evaluate the activities and staff of the Fleet Operations Division of the Fleet Services Department, and act in the Fleet Manager's absence.

Distinguishing Characteristics

The Fleet Operations Manager is distinguished from the Fleet Manager in that the Fleet Operations Manager is responsible for all logistics support, and the maintenance and repair of County vehicles or vehicles maintained by the County under contract, while the Fleet Manager is responsible for all activities conducted by the Fleet Services Department.

Typical Tasks

- Manages all aspects of the Fleet Operations Division including inventory management, shop equipment replacements, scheduling vehicles for repair and associated approval process, development of vehicle specifications, and the maintenance of County vehicles and vehicles serviced by the County;
- Develops, implements and evaluates division-wide operational policies, procedures and activities; assists in creating departmental-wide policies and procedures;
- Selects, hires staff, allocates personnel resources, and oversees the training, supervision and performance appraisal process of personnel within the Fleet Operations Division;
- Establishes and implements strategies designed to achieve organizational goals;
- Makes recommendations in regards to reinvestment or removal from service of vehicles and equipment;
- Makes budget recommendations;
- Represents the Department before Federal, State and local agencies and committees, task forces, and advisory and planning groups;
- Evaluates proposed legislation and insures implementation of laws, regulations and procedures affecting the maintenance and fueling facilities, as well as vehicles and equipment assigned to County Departments or for which the Fleet Operations Division provides service;
- Prepares grant requests in coordination with Fleet Manager consistent with Board of Supervisors approved policy objectives and grant processes;
- Prepares reports and correspondence;
- Acts in the absence of the Fleet Manager;
- May be assigned as a Disaster Service Worker, as required;
- Conducts and participates in regular safety meetings;
- Performs related duties as required.

Employment Standards

Sufficient education, training and supervisory experience, which demonstrates the ability to perform the above listed tasks and possession of the knowledge and abilities listed

Experience Note: The knowledge and abilities to perform this function are normally acquired by possession of two (2) years of work experience equivalent to Santa Clara County's Fleet Maintenance Supervisor.

Knowledge of

- Principles of organization, fleet maintenance program management, supervision, training and development;
- Policies, procedures and processes related to fleet purchasing, inventory control of items including annual inventory reconciliation, and the maintenance and repair of motor vehicles and specialized equipment;
- The laws, regulations, policies, procedures and processes related to fleet facility, fuel and maintenance operations;
- Techniques for organizing and motivating groups;
- Problem solving and conflict resolution techniques;
- General accounting principles and practices;
- Procedures and techniques for vehicle and equipment troubleshooting and diagnostics;
- Industrial vehicle and equipment specifications;
- Customer service principles;
- Computer applications such as word processing, spreadsheets and/or databases; general principles and applications of fleet management information systems.

Ability to

- Effectively plan, organize, coordinate, and direct the activities of the Fleet Operations Division;
- Effectively select, hire and train, and supervise subordinate supervisors and other staff;
- Write grant applications for Federal and State funds pertaining to vehicles, equipment and facilities including the fueling infrastructure;
- Coordinate the activities of the inventory store rooms;
- Interpret Federal, State and Local regulations in order to establish working procedures and implement changes in maintenance facilities, fueling facilities and vehicles and equipment managed by the Department;
- Communicate effectively both orally and in writing; prepare clear and concise correspondence, reports and instructions;
- Establish and maintain effective relationships with County vehicle users, department contacts, external accounts, vendors, and others contacted in the course of work.

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