

FIRE DEPARTMENT  
SANTA CLARA COUNTY

**SUPPORT SERVICES MANAGER**

DEFINITION

Under the general direction of the Assistant Chief, the Support Services Manager is responsible for managing large to complex programs and projects related to construction, improvements and maintenance; fleet purchases and maintenance; and management of the main warehouse and supply services to various locations for the Department.

This classification is designated as an at-will, Fair Labor Standards Act exempt position in the Unclassified Service. The Support Services Manager is designated in CalPERS as a Miscellaneous classification.

EXAMPLE OF DUTIES

Duties may include, but are not limited to the following:

- Manage the day-to-day operation of the Support Services Division's various programs and determine objectives consistent with established goals, including management of division staff, contractors, subcontractors, facilities, and other resources of division in the performance of their duties to achieve an acceptable level of service; monitor work flow; review and evaluate work product, methods, and procedures.
- Oversee and facilitate project management for various large and complex programs and projects. Coordinate work with other Department divisions as well as outside agencies as necessary.
- Participate in the strategic planning for the division. Assist in the development, recommendation and implementation of policies and procedures for the division.
- Develop, monitor and review the division's budget. Ensure fiscal soundness of the division by working with the Administrative Staff to develop, justify and administer the division's capital and operating budgets, including analyzing expenses and establishing rates and fees to cover costs, where applicable; assist in the preparation and administration of the Department's improvement goals.
- Develop, implement, and manage the automotive operation and maintenance budget and a comprehensive automotive and equipment maintenance and repair program and fleet replacement program. Implement actions such that division goals and objectives are accomplished.
- Ensure fleet and facilities units and related daily operational support programs perform efficiently and effectively, and goals and objectives are met.
- Develop, implement, and maintain a strong facilities preventative maintenance program.

EXAMPLE OF DUTIES: (continued)

- Maintain all records, including legal records related to fleet vehicles, and ensure fleet operations are in compliance with applicable laws and regulations.
- Assist in the selection, training and performance evaluation of personnel; make recommendations and work with employees to correct deficiencies; when necessary, initiate personnel actions such as promotions, transfers, discharges and disciplinary actions.
- Monitor legislation and develop policies and programs to ensure division activities comply with pertinent federal, state, county, and local laws and regulations and assist in the coordination of departmental programs with those of federal, state, county, and local agencies.
- Purchase capital assets.
- Is directly responsible for custodial services, energy conservation, facility capital projects, and tenant improvement projects.
- Negotiate, prepare, award, manage and administer contracts and agreements, as required, assuring compliance with the Department policies and sound management practices; monitor grant applications.
- Effectively communicate status of projects on regular basis to key stakeholders (Administrative Staff, union, Department personnel, local officials, etc.).
- Coordinate, facilitate, attend, chair and lead a variety of meetings such as apparatus design and facility project committees.; serve on committees as requested; represent the Division and make oral presentations at meetings, conferences and other events.
- Attend construction meetings and work with architects, engineers, contractors, specialists and Department staff to ensure that operational and maintenance concerns are incorporated into building projects.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Perform other duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience: A bachelor's degree in public or business administration, construction management, architecture, engineering or a closely related field, and a minimum of five (5) years of full-time administrative level experience managing a public works or similar department or division within a public agency.

Highly Desirable: Experience in fleet management and building maintenance and construction. Project Management Professional (PMP) or Certified Associate in Program Management (CAPM) certification.

Knowledge Of:

- Principles and practices of strategic planning, municipal government structure and management, and pertinent federal, state, and local laws and regulations.
- Project management principles, practices, and procedures as it applies to fire apparatus, vehicles, fleet services, and facilities maintenance, and construction.
- Best practices in work methods, organizational structure, technology and use of materials in the field of building management.
- Administrative principles and practices, including budget development and management, systems management, grant management, contracting, and procurement.
- Environmental and safety practices, procedures and standards, e.g. OSHA. federal, state and local rules and regulations.
- Building design and construction, including utilities, lighting, HVAC, electrical, plumbing, mechanical, and air and water quality controls.
- Principles and practices of leadership, supervision, motivation, training, personnel management and performance evaluation.
- Principles and practices of policy development and implementation.
- Current principles and practices of property management, facilities maintenance, and fleet services.
- Problem solving and conflict resolution practices and techniques.
- Principles and practices of customer service.
- Principles and practices of project management.
- Principles of business correspondence and report writing.
- Modern office procedures, methods, computer equipment, and software.

Ability To:

- Set and direct division, unit and project level goals and objectives.
- Ensure the work environment is in compliance with government safety and environmental standards including any certifications for employees.
- Effectively manage multiple complex projects and programs. Develop and implement procedures for such projects and programs.
- Effectively plan, organize, staff, coordinate, direct and manage the activities, and functions of staff engaged in diverse activities.
- Develop, prepare, administer and monitor a comprehensive and complex division budget.

Ability To: (continued)

- Exercise initiative, ingenuity and sound judgment in solving difficult administrative, technical and personnel problems.
- Analyze complex problems, confront issues, make strategic decisions, and achieve resolution.
- Administer and coordinate a variety of diverse work programs and supervise the activities of a group of professionals operating within various disciplines; manage workloads and evaluate work performed, and develop processes to support a continuous learning environment.
- Communicate clearly and concisely, both orally and in writing.
- Prepare and maintain a variety of correspondences, records, and comprehensive reports pertinent to division operations (i.e. scheduled and un-scheduled repairs to Department assets such as property, facilities and equipment).
- Demonstrate effective leadership qualities, including interpersonal communication and strong emotional intelligence with capacity to build consensus and motivate and engage employees.
- Establish and maintain collaborative, effective working relationships with those contacted in the course of work.
- Give presentations to Department employees, city and town councils, outside agencies, community groups, etc.
- Represent the Department effectively on a variety of matters with other agencies and departments.
- Work irregular or protracted hours, and be able to respond promptly to call-backs.

Working Conditions/Physical Demands: While performing the duties of this job, the incumbent is required to frequently sit, stand, walk; twist, turn, kneel, bend, squat and stoop in the performance of daily activities. The position requires hand dexterity, ability to grasp, do repetitive hand movement and fine motor coordination when using a computer keyboard and with use of tools or controls. The incumbent may occasionally lift, push, pull, and/or move up to 25 pounds. Additionally, the position requires near and far vision when reading and using a computer. Acute hearing is required. Some driving is required. Clear, understandable speech is required.

Required License: Possession of a valid state of California driver's license.

Pre-Employment Conditions: The candidate must complete and pass a background check, Live Scan fingerprint, and psychological evaluation, and complete a medical examination.