

Nature of Work

The Vehicle Maintenance Manager incumbent will assist the Senior Vehicle Maintenance Manager by providing the overall management of the vehicle maintenance department's day to day operation. Provides daily oversight to a 24/7/365 operation and provides direction and policy guidance for the Vehicle Maintenance Department of Spokane Transit. Incumbent is responsible for the supervision and scheduling work activities for STA's Maintenance employees and Foremen to ensure the safe, proper, and efficient operation, maintenance, and repair of STA vehicles. Responsible for insuring vehicle records and history files are properly maintained. Incumbent is responsible for developing procedures and practices to obtain department goals. Oversees maintenance, preservation, and replacement of a Fixed Route fleet, Paratransit fleet, Vanpool fleet, tow trucks and various support vehicles. Responsible for supporting the Fixed Route, Paratransit, Vanpool, Security, and Facilities and Grounds Maintenance departments. Oversees all fleet maintenance contracted services. Incumbent has regular contact with the public.

Supervision Received

Position receives direction from the Senior Maintenance Manager.

Supervision Exercised

Provides supervision to the Forepersons, Leads, Vehicle Maintenance Technicians, and Servicing and Cleaning crews in Fixed Route Vehicle Maintenance and Paratransit Vehicle Maintenance departments.

Essential Functions

- Plan, coordinate, schedule, and oversee work of vehicle maintenance and support staff in performing preventive and maintenance repairs of all STA vehicles.
- Hire, supervise, counsel, and discipline employees up to and including termination.
- Supervise staff to include prioritizing and assigning work for all shift schedules. Evaluate work and conducts performance evaluations, counsels' employees on matters of exceptional and deficient performance and work behavior.
- Assess and monitor workloads, identify opportunities for improvement, and direct and implement changes.
- Develop work schedules and overtime assignments to meet operational requirements.
- Conduct group meetings to discuss goals, facilitate communication, and resolve problems within the work group.
- On a regular basis, communicate with agency administration and personnel, union representatives, transit officials, vendors, suppliers, and others to exchange information and resolve issues related to vehicle maintenance.
- Research and provide documentation for responses to grievances, advise others on grievance solutions to managers and directors. May appear at hearings and arbitration as required.
- Preparation of maintenance and distribution of records, reports, statistics, and other materials for agency use and for local, State, and Federal agencies as required. Establish and analyze operational indicators.
- Ensure the provision of adequate vehicles and equipment to meet operating and maintenance needs.
- Manage the repair and maintenance activities of all vehicles. The Maintenance Manager has the responsibility and authority for decision making and control of daily Vehicle Maintenance operations.
- Manage all maintenance activities in the repair, preventative maintenance, rebuild, and body shop departments. Monitor repair procedures and documentation to ensure safe and effective repairs are accomplished.
- Determine needs and procure the appropriate tools, equipment, supplies and training necessary for shop operations.

- Assist in establishing standards for safety, quality, and quantity of work, monitors work in progress and upon completion for adherence to standards.
- Provide quality assurance upon completion of requested repairs. Review repairs on vehicles and ensures repairs are correctly stated on work orders and filed for historical data.
- Oversee quality assurance for all fleet activities. Set standards for vehicle safety, readiness, serviceability, and performance. Direct corrective measures as needed. Perform periodic safety inspections of all shop equipment.
- Coordinate with Maintenance Analyst and Senior Maintenance Manager in reviewing and analyzing performance information related to the department, including labor hours and cost, payroll data, fluids and fuel reconciliation, mileage, road calls, preventative maintenance warranties, inventory, and Section 15 data.
- Identify trends and implement corrective action to address areas of need and compliance with state and federal regulations.
- Ensure standard operating procedures are developed, updated and followed. Ensure shop safety rules are followed.
- Monitor and analyze individual and division performance to assure compliance with agency and government regulations. Develop of the division's budget. Monitors and authorizes expenditures.
- Develop and modify department policies and procedures. Write and develop maintenance contracts.
- Responsible for coordinating purchasing efforts and ensuring in-house parts inventory is adequate to ensure adequate vehicle maintenance. Helps establish min/max of inventory items. Coordinate directly with purchase department to accomplish department objectives.
- Manage activities involved in the requisition of parts, materials, equipment, fuels and lubricants for the repair and maintenance of all STA vehicles.
- Manage major vehicle acquisition projects including specification development and review. Analyze, document, and provide recommendations on decisions to make or buy, and replace or repair parts.
- Develop budget, equipment, and personnel requirements. Monitor budget, authorize, and delegate expenditures as assigned.
- Coordinate with vendors for warranty work, outsourcing of work and products.
- Ensure new products, innovations, and technologies are continually reviewed for possible upgrading and integration.
- Monitor vendor performance to ensure company requirements are met.
- Coordinate with vendor/suppliers/contractors to resolve any issues with warranties and recovery, equipment performance, purchases and supplies.
- Act as point of contact for APTA standards program.
- Provide input for development of those standards and integrate those standards into STA Maintenance plan.
- Attend and participate in professional group meetings, and stay abreast of new trends and innovations in the field of transit maintenance and administrative practices and methods.
- Ensure emissions requirements with department of ecology are met.

Public Transit Agency Safety Plan

All directors and managers are responsible for ensuring that enough resources are available to achieve a safe workplace and stated outcomes of the SMS Plan. Ensure that enough employee time, supervisor support, and funds are budgeted for safety equipment, training and to carry out the safe operations. Review direct report performance each year to make sure they are carrying out their responsibilities as described in this program. Ensure that incidents are fully investigated, and corrective action taken to prevent the hazardous conditions or behaviors from re-occurring. Set a good example by following established safety rules and attending required training. Report unsafe practices or conditions to the supervisor of the area where the hazard was observed.

Other Duties

- Represent Spokane Transit in professional and positive light to the community.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.
- Other duties as assigned.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements

Training and Experience

Extensive background in vehicle maintenance mechanics (7-10 years). Heavy duty diesel background preferred. Transit experience preferred, supervisory experience for a public agency in a unionized environment preferred. Advanced education in maintenance, management, and leadership preferred. At least five (5) years of experience supervising a department. Experience in a union setting preferred.

Physical Requirements

The physical requirements of this position are sedentary in nature. Must be able to receive detailed information through oral and/or written communication and must be able to make discriminations in sound. Must be able to respond to maintenance issues 24/7 365 days per year. Must be able to work flexible hours to ensure maintenance department is well informed. Ability to travel for extended periods to inspect and receive fleet vehicles from factory required.

License

Must possess a valid driver's license from state of residence. Ability to obtain a Class A commercial driver's license with a passenger endorsement preferred.

Computer Skills

Experience within the Microsoft environment preferred. Ability to quickly understand transit specific computer programs required.

Selection Factors

- Demonstrated strong management and leadership skills. Ability to supervise several mid-management employees.
- Demonstrated application and working knowledge of maintenance of vehicles best practices.
- Skill and ability to provide oversight to ensure proper diagnostic and repair of STA vehicles and to provide training and development to improve skill sets of current employees.
- Ability to use modern office equipment, including computers and supporting word processing and spreadsheet applications.



Position Description

Vehicle Maintenance Manager

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- Demonstrated measurable and documented indicators of cooperative and collaborative working relationships across all STA functions and stakeholders, particularly transportation, safety & loss control, purchasing, planning, finance, human resources, communication, and employee relations.
 - Ability to work with considerable independence planning, arranging and prioritizing his/her own work and apply independent judgment in determining proper actions to ensure that best practices, established standards, policies, laws, codes, and regulations are followed.
 - Understanding of principles and practices of maintaining public transit system vehicles and equipment.
 - Understanding of principles of supervision, training, and performance evaluation.
 - Experience consistently demonstrated commitment to internal and external customer service.
 - Understanding of methods and techniques of designing preventative maintenance programs.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Date

Employee Signature