

FLEET OPERATIONS MANAGER

Recruitment #1905-5414-001

List Type	Transfer/Promotional
Requesting Department	DPW-OPS-FLEET OPS
Open Date	5/9/2019 4:45:00 PM
Filing Deadline	5/28/2019 11:59:00 PM
HR Analyst	Nola Nelson

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INTRODUCTION

****THIS POSITION IS OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES ONLY****

PURPOSE

Under the direction of the Fleet Services Manager, the Fleet Operations Manager directs the Operations Section of Fleet Services, including the daily and seasonal scheduling of staff, fleet, equipment, services and responses to meet the operational needs and emergency demands of the City and the Department of Public Works (DPW). Additionally, the incumbent in this position manages the activities of the Dispatch Office, the driver training programs, and demolition operations; develops and manages the budget for the Operations Section of Fleet Services; and oversees the Fleet response to initiate and support all snow and ice control operations.

ESSENTIAL FUNCTIONS

- Direct and manage the Fleet Operations unit to include establishing Standard Operating Procedures (SOPs), setting policy and providing daily direction to efficiently and effectively meet the varied and time/seasonal sensitive needs of the internal and external customers of fleet services.
 - Oversee the daily execution of the Fleet Operations unit duties which include scheduling and dispatching daily activities of operators and City owned or leased equipment; collaborate with the Fleet Repairs Section on issues involving departmental vehicles and equipment needs.
 - Respond promptly to requests for emergency equipment and special services.

- Coordinate with and advise fleet users on the proper equipment for the accomplishment of task objectives.
 - Provide equipment and operators required to assist other City departments, divisions, and agencies in the completion of their missions.
 - Provide equipment to support daily citywide transportation requirements by executing a vehicle pool.
 - Recommend and implement changes in both units and operations in an effort to achieve improvements in effectiveness and efficiency.
 - Support emergency operations, snow and ice removal, storm damage cleanup, leaf collection activities, and special events.
- Provide direct supervision to the management team, including the Fleet Operations and Training Manager and the Fleet Operations Supervisors.
 - Provide direction to the Fleet Training Supervisors and Driver Instructor team in the safe and proper operation of equipment and post-accident remedial training.
 - Provide overall personnel management and administration for the unit.
 - Oversee the certification testing of the Commercial Driver's License (CDL) 3rd Party Examiner and the Drug and Alcohol Testing programs.
 - Review employees, conduct performance appraisals, monitor attendance and provide coaching and counseling; participate in disciplinary actions.
 - Participate in the hiring process for new employees.
 - Coordinate snow plow training and new City Laborer evaluations.
 - Manage the overall operations of the four Fleet Services garage locations.
 - Provide direct supervision to the Garage Custodians to keep the facilities secure and well maintained, including for emergency snow and ice control operations.
- Provide oversight and support for the execution of the DPW Demolition Program, in conjunction with the Strong Neighborhoods Plan; attend related inter-departmental meetings.
- Develop an operating budget for the operations section.
 - Prepare reports, attend, and represent the DPW at various Common Council committee meetings.
 - Conduct research on new equipment operations and safety requirements to incorporate in training programs.
 - Act as the liaison to other departments such as the Milwaukee Fire Department, the Milwaukee Police Department, and the Department of

Transportation regarding shared services and Incident Command Center initiatives and training.

- Manage and direct the operations of and provide budget control for the Fleet Services Section.
- Establish comprehensive objectives and strategies for the equipment and vehicle operations and management.
- Implement performance measures to ensure safety, cost effective repairs and replacement and acquisition of vehicles and equipment.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Must perform oversight and provide management direction for snow and ice control duty assignments and respond to emergency events.
- Must work various shifts and extended hours, including weekends and holidays, during the winter season.
- Must work in all types of weather conditions.
- Must be physically able to lift and move up to 10 pounds unassisted on occasion.

MINIMUM REQUIREMENTS

1. Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in business or public administration, management or a related field from an accredited college or university.
3. Five years of related experience in municipal management, overseeing personnel and managing workloads, schedules, and multiple operations with varying priorities.
4. Valid State of Wisconsin Driver's License at time of appointment and throughout employment.

Equivalent combinations of education and experience may be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are

acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Completion of additional formal education, training and specialized coursework related to fleet management.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge and Skills

- Knowledge of current practices, procedures and emerging trends related to the municipal fleet management.
- Knowledge of the City's organizational structure, mission and operations.
- Knowledge of personnel management principles, best practice, laws and regulations. Knowledge of business principles such as budgeting and inventory management.
- Knowledge of safety regulations and safe worker practices.
- Knowledge of repair/maintenance servicing and inventory control related to large fleet operations. Knowledge of snow and ice control methods and techniques for a large city.
- Ability to manage snow and ice control operations with a calculated, dynamic approach.
- Knowledge of City of Milwaukee streets, neighborhoods, boundaries, and special conditions and locations important to daily and emergency operations.
- Knowledge of industry-relevant technologies such as geographic information systems, mobile work order systems, and fleet routing software.
- Proficiency using standard computer applications such as word processing, spreadsheet, and database.

Leadership Skills

- Management, leadership and supervisory skills; ability to assign duties, set performance standards, monitor work in progress, evaluate performance, and make hiring recommendations.
- Training and motivational skills; ability to provide guidance and training and to coach team members to success.
- Decisive; ability to handle emergencies with a calm and thoughtful approach.

Communication and Interpersonal Skills

- Oral communication and presentation skills in order to positively represent the department to groups both large and small.
- Written communication skills, including the ability to prepare clear and concise correspondence and reports.
- Interpersonal skills; ability to collaborate effectively with other City managers, elected officials, fellow staff, direct reports, and outside parties.
- Customer focus and a dedication to exceptional service delivery; ability to interact with citizens in a courteous, tactful, and concerned manner.
- Ability to work cooperatively and fairly with people whose backgrounds may differ from one's own.

Critical Thinking Skills

- Analytical skills to be able to analyze and interpret data and apply knowledge to identify and develop process improvements.
- Problem-solving skills to effectively address complex challenges.
- Decision-making skills and sound judgment.

Professional Characteristics

- Ability to manage multiple priorities and to plan and organize work to achieve objectives within deadlines.
- Detail-oriented.
- Dedication and willingness to respond to the department's emergency response efforts.
- Ability to remain calm when working in stressful situations.
- Ability to represent the department with professionalism, honesty, and integrity.
- Commitment to professional development and staying abreast of best practices in solid waste and recycling.

CURRENT SALARY

THE CURRENT PAY RANGE (1HX) for City of Milwaukee residents is \$70,827-\$99,154 annually, and the non-resident pay range is \$69,090-\$96,722. *Appointment will be made in accordance with the provisions of the salary ordinance.*

SELECTION PROCESS

THE SELECTION PROCESS will be job-related and will consist of one or more of the following: evaluation(s) of related education, experience, and accomplishments, written test(s), interview(s), or other assessment methods. The Department of Employee Relations and the Department of Public Works reserve the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE. The examination will be held as soon as practical after **Tuesday, May 28, 2019**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.

ADDITIONAL INFORMATION

- Applications and further information may be accessed by visiting www.jobaps.com/MIL.
- If you would like assistance completing an application, please contact the Department of Employee Relations at (414) 286-3751 or staffinginfo@milwaukee.gov.
- The Department of Employee Relations is located in City Hall, 200 E Wells St, Room 706, Milwaukee, WI 53202.

CONCLUSION

EEO Code = 101

The City of Milwaukee values and encourages diversity and is an equal opportunity employer.