



Manager, Fleet Maintenance & Operations

Job Code	20000059	Job Family	Manager/1st Level leader	Leader	
Department	Garage	Reports to	Mgr Transportation	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059		
Last Updated	8/29/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Position is responsible for managing the day to day operations of our fleet maintenance operations. Direct supervisor for upwards of 30 represented staff made up of foreman, technicians, parts specialists and helpers. Manages vehicle maintenance and repair activities, scheduling, storm work overtime, parts department operations, tire program and others.

Accountabilities

Accountability #1

Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders by providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving feedback from our employees and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.

Accountability #2

Ensures a positive workplace culture for the team by providing the level of leadership and support necessary to create and maintain a high trust, high morale team. Supports policies, procedures and communications that ensures the team and fleet functions are carried out safely and efficiently.

Accountability #3

Demonstrates a commitment to continual improvement by identifying areas that can be streamlined using process improvement techniques and developing and recommending new approaches, programs and policies. Provides leadership and works collaboratively to implement changes, including updating procedures and communicating changes to impacted parties.

Accountability #4

Increase the public's confidence in the quality of the District's repair and maintenance operation by ensuring a safe, productive environment through leadership, performance management, data analytics and industry best practices. Demonstrates and maintains a strong focus on high quality workmanship, safe and efficient maintenance practices, regulatory compliance, employee training and certification, exceptional customer service and financial stewardship, and similar responsibilities.

Accountability #5

Accountability #6

Accountability #7

Accountability #8

Accountability #9

Accountability #10

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Six (6) years of fleet repair and maintenance experience.

Preferred Education and Experience:

Associate's Degree in Automotive / Diesel Technology or related subject.

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Valid Washington State Commercial Driver’s License (Class A) (obtained within 90 days of the job start date).

Preferred License(s) and/or Certification(s):

National Association of Fleet Administrators (NAFA) CAFS or CAFM certificate

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Aptitude for a leadership role and the willingness to lead as a servant leader
Safety focus
Vehicle maintenance and repair best practices
Collaborative decision maker.
Understanding of the CBA and a willingness to operate within these guidelines
Computer skills.

Preferred Skills and Abilities:

Proven leadership
Proven track record in building high trust / high morale teams
Proven safety track record with culture change
Fleet management / business management skills
Experience with present Fleet Management Software

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Leader” at the Manager level.

- Adaptability
- Aligning Performance for Success
- Building Customer Relationships
- Building Talent
- Coaching
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Creating a Culture of Trust

Creating an Inclusive Environment
 Customer Focus
 Delegation and Empowerment
 Driving for Results
 Driving Innovation
 Emotional Intelligence Essentials
 Empowering Decision Making
 Execution
 Guiding Team Success
 Initiating Action
 Inspiring Others
 Leveraging Feedback
 Positive Approach
 Professional Knowledge and Aptitude
 Selecting Talent
 Stress Tolerance
 Technology Savvy

Physical Demands

Physical Demands List

Frequency

Sit	Frequent (34-66%)
Walk	Frequent (34-66%)
Stand	Frequent (34-66%)
Drive	Occasional (11-33%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Seldom (1-10%)
Twist	Occasional (11-33%)
Bend/Stoop	Occasional (11-33%)
Squat/Kneel	Occasional (11-33%)
Crawl	Seldom (1-10%)
Reach	Occasional (11-33%)
Work above shoulders (note specific activity in open text box below)	Never
Use Keyboard /mouse	Frequent (34-66%)
Use wrist (flexion/extension)	Occasional (11-33%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Frequent (34-66%)
Operate foot controls	Occasional (11-33%)
Lift (note weight in open text box below)	Seldom (1-10%)

Carry (note weight in open text box below)	Seldom (1-10%)
Push/Pull (note specifics in open text box below)	Seldom (1-10%)
Work rapidly for long periods	Seldom (1-10%)
Use close vision	Frequent (34-66%)
Use distance vision	Frequent (34-66%)
Use color vision	Frequent (34-66%)
Use peripheral depth perception	Frequent (34-66%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Lift/carry 50 lbs. Management position with fair amount of time being spent in the shop assisting with troubleshooting and maintenance, interacting with customers, staff, etc. May operate equipment to test or assist with diagnoses

Mental Demands

Communication

	Frequency
Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Constant (67-100%)
Work alone	Occasional (11-33%)
Work as a member of a team	Constant (67-100%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)

Comprehension

	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)

Reasoning

	Frequency
Read and interpret data	Frequent (34-66%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Occasional (11-33%)

Organization

	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Constant (67-100%)

Resilience

Frequency

Work under pressure	Frequent (34-66%)
Work for long periods of time	Occasional (11-33%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Multiple priorities Staff issues Deadlines Safety and well being of team in fairly hazardous profession

Work Environment

Environmental Conditions List

Frequency

Exposure to weather	Occasional (11-33%)
Wet and/or humidity	Occasional (11-33%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Never
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Primarily office environment or in the shop If outside in inclement weather, it's by choice

Risk Conditions List

Frequency

Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Never
Exposure to Toxic or Caustic Chemicals	Seldom (1-10%)
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Occasional (11-33%)
Noise Intensity	Occasional (11-33%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

This position is subject to 24 hour callout for emergencies Regularly - more than 12 times a year

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.