

## CITY OF BRISBANE

### REGULATORY COMPLIANCE PROGRAM MANAGER (MAINTENANCE PROGRAM MANAGER)

#### **Definition**

Under general direction, this position manages the activities of assigned Public Works Maintenance programs, especially including the oversight effort needed to maintain compliance with assigned external regulatory requirements; develops and implements effective programs; performs a wide variety of complex specialized department duties; and does related work as required.

#### **Class Characteristics**

The classification of Maintenance Program Manager is distinguished from other mid-management positions in that it is responsible for coordinating and directing lead-level employees as well as clerical and technical support employees, and coordinates work efforts with professional-level employees. Employees at this level are responsible for assigned program areas within the Department. Work is accomplished within a broad framework of policies and procedures and within regulations that govern services provided.

#### **Examples of Duties** (Illustrative Only)

- Directs, plans, organizes, and provides input on day-to-day O&M Division activities to ensure regulatory compliance. Examples of coordinated compliance activities includes; implementation of State and Regional Water Quality Control Board stormwater discharge requirements, compliance with BAAQMD requirements for stationary sources and rolling stock, compliance with County Health corporation yard permitting requirements, collection, storage and disposal of hazardous waste, and compliance with OSHA mandates.
- Assists professional level employees in the Engineering Division with assigned regulatory compliance on an as-requested and as-needed basis.
- Assists in the development and implementation of Departmental and divisional policies, goals and objectives.
- Represents the Department with other City departments, public agencies, public utilities, and the public by answering questions and preparing and presenting oral and written reports.
- Represents the Department on committees and at meetings, as appropriate.
- Prepares, reviews, and provides input on the division's annual operating budget.
- Conducts a variety of analytical and operational studies regarding department activities; evaluates alternatives; makes recommendations; implements procedural, administrative and/or operational changes; identifies and resolves problems and potential problems taking appropriate action to remedy situations.
- Periodically inspects work for completion and compliance with standards, goals, and objectives.
- Develops and administers contracts for various services.
- Periodically reviews changes in laws, regulations, and guidelines for their effect upon O&M divisional activities; evaluates the effect of such changes; and recommends and implements changes to policies and procedures as required for compliance.

- Manages the issuing of requisitions for the purchase of supplies, equipment, and services; oversees periodic billings and maintenance of files and records.
- Develops record maintenance systems, procedures and training.
- Establishes and maintains a variety of paper and electronic records.
- May perform the work of a Team Leader under unusual or emergency circumstances.
- Confers with superiors to discuss work projects and establish priorities.
- Receives and responds to inquiries, requests for assistance and complaints from clients and the general public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Performs general administrative work as necessary, including preparing reports and correspondence, reviewing correspondence, copying and filing documents, entering computer data and preparing spreadsheets, etc.
- Performs related duties and responsibilities as assigned.

### **Qualifications**

#### **Knowledge of:**

- Applicable federal, state, and local laws, regulations and reporting requirements, including OSHA and other safety-related regulations.
- Read, interpret, and accurately apply a variety of federal, state, and local rules and regulations.
- Principles, methods, and practices of managing the operation and maintenance of a municipal public works infrastructure.
- Tools, techniques, equipment, and practices used in general public works infrastructure.
- Principles and practices of project management, administrative analysis, report preparation, including budgeting and purchasing.
- Computer applications related to areas of assignment, including word processing, spreadsheet, presentation, database applications, GIS, and other specialized CMMS software.
- Standard office practices and procedures, including automated records management.
- Techniques for dealing with City staff, representatives of other agencies, organizations and the public, and resolving problems tactfully and effectively.
- Uses and operation of integrated municipal and personal computer systems and their associated applications.
- Budget, fiscal and grant administration relevant to municipal government.
- Management of non-complex programs and projects, including accepted procedures for monitoring expenditures, program status and contractor performance.
- Basic arithmetic, algebra and geometry, and statistical analysis, as appropriate for the program to which assigned.
- Strong analytical and writing skills.

#### **Ability to:**

- Effectively manage the work of assigned areas and programs.
- Develop and implement improvements to systems, organization, and operations within the O&M division.
- Acquire a thorough knowledge of Department policies and a working knowledge of applicable

City policies.

- Communicate effectively in writing, orally and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City and the department effectively in contacts with representatives of other agencies, City departments, public officials and the public.
- Establish and maintain cooperative relationships with those contacted in the course of the work, such as with employees, officials, contractors and the public.
- Take a proactive approach to customer service issues.
- Work in a safe manner, modeling correct City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.
- Provide appropriate advice and assistance on problems to obtain effective results.
- Keep accurate records.
- Prepare clear, concise, and complete written reports and analyses.
- Use initiative and independent judgment with established policy and procedural guidelines.
- Organize own work, set priorities, meet critical deadlines and follow-up on assignments with a minimum of direction.
- Develop and implement process improvement changes to streamline O&M division procedures.
- Effectively oversee and coordinate a variety of programs and projects.
- Exercise a high degree of interpersonal skills in dealing with a variety of managers and support staff.

**Skill in:**

- Driving a variety of vehicles safely.
- Using office related computers, copiers, software, GIS, and CMMS systems.

**Education and Experience:**

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Three to five years of progressively responsible experience as mid-level unit leader in general municipal maintenance activities. Experience providing significant involvement in operations of a public works, parks and facilities maintenance or similar department is highly desirable.

**License:**

Possession of or the ability to obtain a valid California Class C driver's license and have a satisfactory driving record. Possession of certification as a Water Distribution Operator II issued by the State of California. Such licenses and certifications shall be maintained during employment.

**Working Conditions:**

Work in a standard office environment with some exposure to outdoors, mechanical hazards, traffic, and electrical hazards. Must be able to travel to various locations to fulfill job responsibilities.

**Physical Demands:**

Able to use standard office equipment, including a computer; sit, stand, walk, kneel, crouch, stoop, squat, twist and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone and to make public presentations; lift and carry up to 25 pound boxes and materials.

Approved Date: September 17, 2015  
Resolution: 2015-39

Former Titles:

Abolished:

Revised Date:  
Resolution:

Bargaining Unit: Mid-Management/Professional Group  
Resolution: 2015-40