



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
OPERATIONS MANAGER
VEHICLE AND EQUIPMENT SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for overseeing, planning, directing, and supervising the maintenance and repair operations of a diverse vehicle fleet. Reports to the Director of Vehicle and Equipment Services.

ESSENTIAL JOB FUNCTIONS

Responsible for the effective supervision and administration of the Light and Heavy Vehicle Repair Shops including purchasing and financial transactions, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Implements and evaluates internal systems to effectively develop, monitor and meet operating goals and objectives related to maintenance and repair operations. Develops and monitors business metrics to manage expenses associated with internal and external maintenance and repair.

Leverages the fleet management technology system to ensure consistency among business practices. Implements, administers and coordinates systematic programs for technical and operational activities to enhance efficiency, streamline work processes, and improve employee productivity. Works in conjunction with department's management staff to analyze customer service and safety training needs.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Fleet Management - Thorough knowledge of automotive inventory management and procurement. Knowledge of sources, suppliers, and substitutions for specialized materials and equipment used in the automotive repair industry.
- Supervision - Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff.
- Customer Service - Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

- Safety - Thorough knowledge of occupational hazards, safety precautions, and safety regulations related to the operation and repair of vehicles and equipment.

REQUIRED SKILLS

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluation complex situations and then to research information to identify the strengths and weakness of alternative solutions, conclusions or approaches to the situation.
- Interpersonal Relationships - Develops and maintains cooperative and courteous relationships with employees, managers, representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- Accounting and Budgeting - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.

EDUCATION AND EXPERIENCE

Requires education and experience equivalent to a Bachelors' Degree in Finance, Public Administration, Business Administration, or a related field and 5 - 7 years of related automotive experience including 2-3 years of supervisory experience. Certified Automotive Fleet Manager (CAFM) preferred.

ADDITIONAL REQUIREMENTS

Acceptable background check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.