

SHOP SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: A Shop Supervisor performs supervisory duties in one of the following areas:

Fire Maintenance Assignment: The Shop Supervisor in Fire is responsible for planning, directing, and supervising the daily apparatus, automotives, and related equipment maintenance and repair activities for the Mesa Fire Department and the Williams Gateway Airport. This work involves scheduling and coordinating the daily shop functions and testing for apparatus and vehicles, opening and closing all maintenance work orders. Duties also include: handling the routine warranty claims on fire apparatus and vehicles, ordering specialty tools needed for shop personnel, fabricating and creating props for special projects and training purposes, coordinating the schedules for shop personnel, coordinating the vehicle emission program, training fire mechanic staff on equipment maintenance and repair, and testing and approving vehicles to return to service. The Shop Supervisor also assists the Fire Maintenance and Resource Superintendent with managing the computerized inventory and maintenance tracking system, analyzing vehicles and equipment for replacement, preparing equipment and apparatus specifications, evaluating bid packets, conducting final inspections of fire department apparatus and vehicles, and managing the long-term vehicle replacement program.

Fleet Assignment: A Shop Supervisor in Fleet Services plans, organizes, supervises, and evaluates all vehicle and equipment repair and maintenance tasks performed by personnel working on an assigned shift. The responsibilities of this class involve establishing priorities, controlling workflow and quality, and evaluating personnel and equipment performance. A Shop Supervisor may also be responsible for planning, directing, and evaluating work in the City's preventive maintenance program, emission testing, oil analysis, annual inspections, and other specialized programs, as well as conducting safety meetings. This class is responsible for performing related duties as required.

Distinguishing Features: A Shop Supervisor is expected to exercise considerable independent judgment in solving unusual work problems. This class is FLSA nonexempt.

Fire Maintenance Assignment: The Shop Supervisor in Fire is the escalation point for the Maintenance staff after regular business hours and directly supervises the Lead Fire Mechanic, Equipment Mechanic II, and Equipment Mechanic I positions. The Shop Supervisor class in Fire only performs repair and maintenance tasks as needed in order to train or assist the subordinate personnel or due to exceptional workload with critical deadlines, which involves a minimal amount of time. The Shop Supervisor receives general supervision from the Maintenance and Resource Superintendent who reviews work progress and sets priorities through meetings, conferences, and overall results achieved.

Fleet Assignment: This class differs from the Shop Foreman class by performing more ongoing administrative assignments. Employees may be required to work days other than Monday through Friday and are subject to swing and graveyard shift assignments. In addition, this class may be subject to rotating shifts. This class receives general supervision from the Fleet Maintenance Superintendent who evaluates work through conferences, meetings, and overall results achieved.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to high school graduation or GED. Five years of full-time experience in the maintenance and repair of automotive equipment, including either two years in a lead capacity **OR** one year of full-supervisory experience.

Special Requirements. Must possess a valid Arizona Driver's License by hire or promotion date.

Substance Abuse Testing. This class is subject to DOT Federal Motor Carrier Safety Administration (FMCSA) drug and alcohol testing as outlined in 49 Code of Federal Regulations (CFR) Part 382 (*Fleet by assignment*).

Preferred/Desirable Qualifications. *Fire Maintenance Assignment:* Good (1 - 3 years) experience in the maintenance and the repair of fire apparatus (such as pump maintenance, overhaul, and truck maintenance) is highly desirable. Certifications as an Automotive Service Excellence (ASE) Auto/Heavy Truck Master Mechanic and Emergency Vehicle Technician (EVT) Level III are preferred. ***Fleet Assignment:*** Experience with diesel equipment is preferred. Some college coursework is also preferred. Certification as an Automotive Service Excellence (ASE) Auto/Heavy Truck Master Mechanic is preferred.

ESSENTIAL FUNCTIONS

Communication:

Fire Maintenance Assignment: Communicates with subordinate-level personnel, supervisors, coworkers, management, and other City employees to establish and maintain effective working relationships. Communicates with subordinate employees, as well as customers from the Mesa Fire Department and Williams Gateway Airport Authority, to establish and convey preventive maintenance and repair priorities. Communicates with management, coworkers, vendors, and other personnel to discuss acquisition and service of equipment. Instructs and trains employees in proper safety and equipment maintenance techniques and Fire Engineers in apparatus inspection and pumping procedures. Prepares periodic status and related reports for management. Prepares written records for new equipment and annual equipment certification. Prepares work orders, parts requests, and various written reports and schedules, including formal evaluations of subordinate-level work performance. Resolves disputes involving warranty situations.

Fleet Assignment: Communicates with subordinate-level employees, management, coworkers, vendors, contractors, and other personnel to establish and maintain effective working relationships. Instructs and trains employees and explains tasks clearly in assisting them in solving and diagnosing difficult repair problems. Conducts regular safety meetings. Prepares written documents such as performance evaluations, equipment evaluations, various reports, mandatory records of equipment service and repairs, etc.

Manual/Physical:

Fire Maintenance Assignment: Inspects and tests the work performed by subordinate-level employees, in progress and upon completion, to ensure quality of service performed and compliance with standard operating procedures, federal regulations, National Fire Protection Association (NFPA), and emissions regulations. Inspects vehicles and initiates work orders. Enters and retrieves maintenance and repair data on a personal computer (PC). Assists with and performs journey-level equipment repair work on a wide variety of fire apparatus, vehicles, and fire department equipment for training purposes, and on an emergency basis. Provides support at major emergencies. Enters and retrieves maintenance and repair data on a PC. Prepares and updates schedules and a standby duty roster to ensure the availability of emergency callout personnel. Performs physical inventories of equipment awaiting maintenance and repair. Coordinates radio repair and installation and building and grounds maintenance with other City departments. Schedules equipment movement with field supervisors. Maintains records and schedules of overtime and standby pay. Codes bills for entry on a PC. Performs physical inventories of equipment awaiting maintenance and repair. Detects backup warning devices when working around moving fire equipment. Sorts and files repair orders. Works in small, cramped areas in training or repairing equipment. Detects gas leaks, smoke, toxic gases, backup warning devices, traffic sounds, and other potential work hazards. Operates vehicles and equipment requiring a standard Arizona Driver's License to diagnose problems and make final tests on apparatus. Works at elevated levels (up to 100 feet) while training or performing fire apparatus aerial repairs and maintenance. Travels to equipment manufacturing facilities to perform final inspection and acceptance of all new fire apparatus. Uses appropriate personal protective equipment (PPE). Meets scheduling and attendance requirements.

Fleet Assignment: Inspects the work performed by subordinates to ensure that proper repair and maintenance work standards are maintained. Checks and tests repaired equipment operation to ensure work quality. Enters maintenance and repair data into, and retrieves it from, a personal computer. Distinguishes colors to identify electric color codes relating to repair schematics. Detects gas leaks, smoke, toxic gases, backup warning devices, traffic sounds, and other potential work hazards. Works at elevated levels (up to 20 feet) while performing repairs and inspections of Class 8 trucks. Climbs ladders to perform repairs or inspect the work of subordinate staff and ensure quality control. Prepares and updates schedules, graphs, and similar charts. Performs physical inventories. Meets scheduling and attendance requirements.

Mental:

Fire Maintenance Assignment: Determines and establishes repair and maintenance priorities. Plans, organizes, assigns, supervises, and evaluates the work of subordinate-level personnel. Determines work requirements and priorities, prioritizes own work, and prioritizes and assigns work to personnel. Coordinates work activities and programs with Fire Maintenance staff and other Fire Department personnel, as well as customers from Williams Gateway Airport Authority. Prepares specifications and work orders, estimates needed materials, and tracks parts. Implements and/or ensures compliance with federal and state mandates, short and long-term objectives, preventive maintenance schedules, and emissions testing plans. Conducts research and analyzes computer generated and vehicle discrepancy reports to assist in planning daily and weekly work activities. Performs mathematical calculations, equipment evaluations, equipment repair operational analyses, etc. Conducts research and analyzes data to make equipment evaluations and selections. Assists the Fire Resource and Maintenance

Superintendent in budget preparation. Schedules classes and testing for training and certification of shop personnel. Comprehends and interprets manufacturers' service and parts manuals, and NFPA regulations to diagnose and repair fire apparatus. Understands and interprets schematic drawings and layouts to perform problem analysis. Estimates labor and material costs from repair diagnosis. Resolves various procedural, operational, and personnel related problems. Assists in diagnosing and solves problems and difficulties in the repair and maintenance of department vehicles such as generators, pumps, valves, lighting equipment, pumpers, aerials, rescue and utility vehicles, and related equipment. Coordinates the Fire Department Compressed Natural Gas Program. Learns job-related material through on-the-job-training regarding shop activities, fire apparatus components, and servicing instructions. Learns job related material in a classroom setting.

Fleet Assignment: Supervises, organizes, prioritizes, and evaluates the work of subordinate-level employees, which may include a Shop Foreman and other skilled and semiskilled personnel. Evaluates the following: equipment performance; warranty and nonwarranty repairs by monitoring computer printouts, warranty cards, and record files; and equipment restoration projects and repair histories. Analyzes City equipment to develop preventive maintenance guidelines and policies. Schedules and coordinates the City's emission testing and arranges for emission inspector training. Conducts research and analyzes computer screens and computer-generated reports to assist in scheduling maintenance, developing statistical data, and providing formal equipment evaluations. Resolves procedural, operational, and personnel problems. Coordinates work activities and programs with user departments. Assists in making equipment maintenance recommendations. Comprehends and interprets service and repair manuals and schematic drawings. Performs equipment repair analyses, mathematical calculations, statistical computations, financial and cost analyses, etc. Provides input for budget preparation by suggesting needs for budgeted funds for equipment maintenance or capital improvements. Estimates materials and labor needed to perform work assignments. Learns job-related material through on-the-job training.

Knowledge/Skills/Abilities:

Knowledge of:

- the methods, materials, equipment, and operation of automotive/diesel repair shops;
- automotive and mechanical repair, maintenance, and testing practices;
- the maintenance needs of a wide variety of automotive and mechanical vehicles and equipment;
- the general techniques, materials, and practices of the trade;
- the service and repair of air brakes and air systems;
- automotive electrical systems and equipment;
- arc and gas welding techniques;
- procedures and methods used in the maintenance and repair of diesel fire engines, pumps, and aerial type equipment (**Fire Maintenance Assignment**);
- mig, tig, arc, heli arc, and gas welding techniques (**by assignment**);
- principles of fire apparatus electronic control systems (**Fire Maintenance Assignment**);
- water hydraulics (example: water pumps, valves, governors, and relief valve systems) (**Fire Maintenance Assignment**);
- firefighting equipment and apparatus (**Fire Maintenance Assignment**);
- firefighting methods and maintenance practices (**Fire Maintenance Assignment**);

principles and operation of internal combustion engines (gasoline and diesel) (*Fire Maintenance Assignment*);

hazards and safety precautions of the mechanic trade;

the service and repair of hydraulic systems and transmissions; and

the principles and practices of employee supervision, training, and evaluation.

Skill in:

operating a personal computer;

the diagnosis, repair, and maintenance of automotive and related equipment; and

the use and care of tools employed in all phases of repair and maintenance.

Ability to:

effectively plan, assign, supervise, evaluate, and perform fire apparatus, automotive, and related equipment maintenance and repair activities (*Fire Maintenance Assignment*);

initiate and review work orders and determine and communicate work priorities;

solve problems and difficulties in repairing and maintaining department vehicles and related equipment;

perform journey-level equipment repair work on a wide variety of fire apparatus, vehicles, and Fire Department equipment (*Fire Maintenance Assignment*);

complete periodic status reports;

prepare specifications and reports (*Fire Maintenance Assignment*);

serve as a member of an apparatus and design committee (*Fire Maintenance Assignment*);

assist in budget preparation (*Fire Maintenance Assignment*);

follow verbal and written instructions;

meet scheduling and attendance requirements;

control the flow and quality of subordinate work assignments;

perform the physical requirements of the class; and

establish and maintain effective working relationships with subordinates, coworkers, supervisors, and other personnel.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-SCW

JOB FCTN-MEC

INCREMENTS 81-200

PAY GRADE: 50

IND-8380

SWORN-No