

SUPPORT SERVICES MANAGER

DEFINITION

Under general direction, manages the electric utility's support services section including centralized purchasing program, storeroom operations, request for proposal/request for quotation/invitation for bid (RFP/RFQ/IFB) process, contracts, pool vehicle fleet operations, surplus property and record retention programs, facilities and grounds maintenance, [meter reading and field services](#), supervises and coordinates the work of assigned staff; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single position, mid-management level classification responsible for the management, supervision and administration of all Alameda Municipal Power (AMP) purchasing, inventory management, and fleet, [meter reading and field services](#), and facilities maintenance activities. Incumbents perform management, administrative, supervisory and program management duties, develop policy recommendations, and make decisions or select courses of action based on data supplied by staff, as well as perform complex administrative and technical work. Work in the class is distinguished from that of lower classes by the overall responsibility for major and/or complex projects or assignments, by the level and extent of management, administrative, and supervisory responsibilities, and/or by the level of professional specialization and expertise required.

EXAMPLES OF DUTIES

[The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment\(s\) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.](#)

[Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.](#)

Essential Duties

1. Directs, oversees, and participates in planning of administrative and support service operations for the electric utility; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures; and implements changes to improve quality and quantity of services to all departments.
2. Plans, coordinates, supervises, selects, trains and evaluates the work of assigned staff engaged in providing support service functions such as purchasing, purchase request and order processing, RFP/RFQ/IFB and contract management, central stores, fleet management and operations, facilities and grounds maintenance, mail processing, surplus property and records retention.
3. Develops, plans and implements division goals and objectives; recommends, establishes, and administers policies, systems, and procedures in conformance with City, state, and federal legal requirements.
4. Develops, recommends, administers, and monitors the budget for purchasing, facilities maintenance, and other assigned areas.
5. Oversees purchasing administration and develops and manages the procurement of materials, supplies, equipment, construction, maintenance, and services for the electric utility including: the RFP/RFQ/IFB process; development of the bidders list including small business programs; assists preparation of specifications in consultation with others on anticipated requirements; coordination, processing, evaluation and awarding of bids for supplies, equipment and services especially those where large expenditures are required; negotiations with suppliers on proposals, contracts, quotations, requisitions, purchase orders, agreements, etc.; and determinations on bid protest or contract claims within delegated authority.
- 5-6. [Oversees meter reading and field service operations and staff, ensuring accurate and timely data collection for billing; coordinates with customer service and IT to resolve discrepancies and maintain data integrity.](#)

- 6-7. Directs and administers central Storeroom shipping, receiving, issuing, warehousing, and inventory control operations; develops and implements systems and procedures for the sale of surplus or obsolete material and equipment; plans, coordinates and may participate in physical inventories.
- 7-8. Supervises the electric utility's record retention program and mailing service function such as U.S. Postal Service, Federal Express, United Parcel Service, etc.
- 8-9. Supervises maintenance of electric utility buildings, grounds and equipment, janitorial work and building systems, repairs, and improvements; prepares specifications and scope of work; may oversee the work of contractors or vendors performing related maintenance work.
- 9-10. Administers the electric utility's vehicle fleet operations including procurement, maintenance, and disposal of all vehicles; supervises and directs vehicle and equipment auctions.
- 10-11. Participates in, prepares and may present various studies and reports including to governing authorities such as the Public Utility Board; attends various seminars, meetings and conferences; and partners to resolves issues with and provides information to other divisions/departments, contractors, and consultants; as well as my direct and oversee work of consultants.
- 11-12. Develops, provides recommendations, and advises on administrative and support service policies and procedures; and provides training in administrative and support service operations for other departments when needed.

Other Duties

- 13. Perform related duties and responsibilities as required.

WORKING CONDITIONS

- Indoor office or station environment, and outdoor environment while performing fieldwork. Outdoor work may be performed in close proximity to electrical high voltage line and equipment; open trenches and heights associated with construction.
- Occasional exposure to wet or humid conditions; extreme cold or extreme heat.
- Occasional exposure to fumes or airborne particles, toxic or caustic chemicals, and vibration.
- Travel by City vehicle within City limits to City work sites, locations, and meetings to conduct work.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software. Can be loud noises due to hazards, and/or in an emergency or field situation.
- May interact with upset staff and/or private and public representatives in interpreting and enforcing departmental policies and procedures.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Vision abilities or ability to interpret, read, and maintain various documents, such as files, contracts, and reports, in electronic and non-electronic formats.
- Sitting or standing for extended periods of time.
- Occasional lifting, pushing, or pulling of objects up to 25 pounds.
- Reach with hands and arms; climb or balance; stoop, crouch, squat, crawl, walk; twist and bend from the waist.
- Fieldwork may involve mobility on uneven terrain.
- May occasionally operate construction and/or electrical equipment when performing duties such as coordination with contractors and/or field staff, trainings, observing operations, etc.
- Hearing and speaking to exchange information and communicate in person and by telephone.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in material management, purchasing, economics, accounting, finance, business or public administration, -or a related field.

Experience: Four years ~~of responsible~~ professional experience in a large-scale operation, such as purchasing and warehousing ~~experience in a large scale operation, -and/or-meter reading, or -and-facilities maintenance, with at least two years of which shall have been in a supervisory capacity. Municipal, government or public utility experience is desirable.~~

Knowledge

Knowledge of governmental purchasing principles, practices, and methods, RFP/RFQ/IFB process, inventory control, and warehouse operations; utility materials and equipment; vehicle procurement and maintenance; facilities management; applicable federal, state and local laws; computer hardware and software including financial applications and systems; and modern supervisory and business principles and practices.

Ability

Ability to effectively assess, plan, develop, implement and maintain plans and controls for purchasing, warehousing, fleet operation programs, meter reading and field services, facilities and grounds maintenance, inventory control and records retention; evaluate bids; prepare specifications and contracts; make sound recommendations; interpret, apply and explain established policies, procedures, rules and regulations; coordinate inter-departmental activities; evaluate administrative, regulatory, legislative, utility-specific information; interpret computerized information and computer software skills ; establish and maintain accurate records; prepare clear, concise and accurate reports; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees and the general public; exercise sound judgment within established policy and regulatory and legislative guidelines; resolve complaints and problems; and supervise, train and evaluate assigned staff.

Other Requirements

Certificate as a Certified Purchasing Manager as awarded by the National Association of Purchasing Management is desirable.

Certificate as a Certified Professional Public Buyer (CPPB) or Certified Public Purchasing Officer (CPPO) by the Universal Public Purchasing Certification Council is highly desirable.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.