



**Code: 7133**

Family: Construction, Maintenance, and Skilled Labor  
Service: Operation and Construction  
Group: River, Harbor and Transportation  
Series: Automotive Transportation

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## **CLASS TITLE: DIRECTOR OF MAINTENANCE OPERATIONS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, directs and manages large scale, twenty-four hour vehicle maintenance and repair operations in multiple fleet management service garages, and performs related duties as required

### **ESSENTIAL DUTIES**

- Supervises and directs staff engaged in managing the day-to-day work operations of the preventive maintenance and repair of City automotive, trucking and heavy-duty off-road equipment
- Plans and schedules regular and seasonal maintenance and repair activities for City vehicles
- Coordinates and oversees the testing of repaired vehicles to ensure compliance with established safety and environmental regulations
- Coordinates and monitors the maintenance of automotive parts and supplies inventories
- Coordinates the transfer of vehicles between service garages or through private vendors
- Reviews and analyzes work orders, accumulated charges and repair history reports to estimate the life expectancy of vehicles
- Dispatches equipment and emergency repair services, as required
- Recommends the procurement of new vehicles and participates in the development of automotive and equipment specifications
- Functions as liaison between operating departments and participating vendors to ensure vehicles meet the specifications of client needs and to resolve complaints concerning vehicle repair and maintenance activities
- Assists in the preparation of the annual budget relative to vehicle equipment expenditures
- Reviews and approves staff performance appraisals and corrective or disciplinary actions
- Establishes performance measures and monitors productivity to ensure operational efficiency
- Compiles and generates comprehensive management, cost and work activity reports
- Participates in streamlining departmental procedures, creating cost efficiencies, and improving customer service

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Nine (9) years of work experience in the repair and maintenance of automotive, trucking or heavy duty off-road equipment, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college with an Associate's degree in Automotive Technology, Automotive Engineering Technology, Automotive Management or a directly related field, plus seven (7) years of work experience in the repair and maintenance of automotive, trucking or

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heavy duty off-road equipment, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**

- Successfully completed and received certification from an accredited training program in Automotive Technology, Automotive Engineering Technology, Automotive Management or a directly related field, plus seven (7) years of work experience in the repair and maintenance of automotive, trucking or heavy duty off-road equipment, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Bachelor's degree in Automotive Technology, Automotive Engineering Technology, Automotive Management or a directly related field, plus five (5) years of work experience in the repair and maintenance of automotive, trucking or heavy duty off-road equipment, of which three (3) years are in a supervisory role related to the responsibilities of the position, **OR**
- Graduation from an accredited college or university with a Master's degree or higher in Automotive Technology, Automotive Engineering Technology, Automotive Management or a directly related field, plus four (4) years of work experience in the repair and maintenance of automotive, trucking or heavy duty off-road equipment, of which three (3) years are in a supervisory role related to the responsibilities of the position

**Licensure, Certification, or Other Qualifications**

- A valid State of Illinois driver's license is required

**WORKING CONDITIONS**

- General office environment
- Exposure to loud noise, fumes or dust, oily or wet environment
- Exposure to hazardous conditions (e.g., heavy machinery)

**EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Two-way radio

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Comprehensive knowledge of:

- \*automotive repair, maintenance, and preventative maintenance methods, practices, and procedures
- \*applicable safety and code standards specific to the operation and maintenance of vehicles, including OSHA and environmental standards
- \*management and supervisory principles, methods, practices and procedures

Considerable knowledge of:

- \*tools and equipment used in the diagnostic testing, repair and maintenance of automotive, trucking and heavy duty off road equipment
- budgetary and fiscal management practices

Moderate knowledge of:

- applicable computer software packages and applications

Knowledge of applicable City and department policies, procedures, rules, and regulations

Other knowledge as required for successful performance in the Manager of Vehicle Maintenance class

### **Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- \*MANAGEMENT OF FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- \*JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Manager of Vehicle Maintenance class

### **Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other abilities as required for successful performance in the Manager of Vehicle Maintenance class

### **Other Work Requirements**

- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

Other work requirements as required for successful performance in the Manager of Vehicle Maintenance class

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
April, 2013; April, 2025