

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 7
Fiscal Year: 2024/2025
Posted Date: 10/30/2024
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title	Bargaining Unit
1	7340	Maintenance Controller	16
2	7241	Senior Maintenance Controller	1

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

- cc: All Employee Organizations
- All Departmental Personnel Officers
- DHR – Class and Comp Unit
- DHR – Client Services Unit
- DHR – Employee Relations Unit
- DHR – Recruitment and Assessment Unit
- DHR – Client Services Operations
- Carol Isen, DHR
- Sandra Eng, CSC
- Erik Rapoport, SFERS
- Theresa Kao, Controller/ Budget Division
- E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: MAINTENANCE CONTROLLER
Job Code: 7340**

DEFINITION

Under general supervision, is responsible for planning the scheduling, maintenance and review of repairs of rubber tire vehicles or equipment at the San Francisco Municipal Railway Transportation Agency (SFMTA). The Maintenance Controller works in a coordinative capacity, identifying repair needs and evaluating maintenance needs on a fleet-wide basis, as well as focusing on the needs of individual vehicles or equipment. ~~Performs related duties as required.~~

DISTINGUISHING FEATURES

This class is distinguished from Job Code 7241 Senior Maintenance Controller, in that the latter is responsible for supervising the work of all Maintenance Controllers, and for prioritizing and scheduling fleet-wide maintenance assignments.

SUPERVISION EXERCISED

None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Assesses maintenance staffing, equipment availability, maintenance and repair needs, to achieve departmental service mandates and goals.
2. Maintains continuing awareness of maintenance and repair needs, using a variety of sources including computer reports, written data, files, parts availability, logs and rubber tire vehicle and equipment records, in order to analyze, plan, and schedule fleet repairs and preventive maintenance.
3. Schedules and dispatches personnel to specific duties and tasks related to maintenance/ and repair of equipment and rubber tire vehicles, in conjunction with other personnel to ensure that all maintenance and repairs are completed as scheduled.
4. Tracks each vehicle and equipment status and ~~vehicle~~ location, and coordinates the movement or placement of ~~vehicles~~ for repair, in order to assign ~~vehicles~~ to the appropriate repair section and determine priority of repair.
5. Receives and logs road call requests, and dispatches service personnel on road calls; acts as liaison ~~between Maintenance and Central Control~~ to ensure that all road call requests are properly responded to in a timely manner.
6. Reviews work orders, warranty forms, and outside contract invoices, to coordinate maintenance activities with other departmental personnel, outside vendors, contractors, etc., so that all available resources are effectively utilized; includes driving between department locations to coordinate maintenance and repair activities.

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7. Reads, analyzes, edits, and interprets maintenance source documents, computer printouts and various reports to determine if potential or widespread defects exist in the equipment or vehicles, and schedules preventive maintenance.
8. Inputs and retrieves data, creates and works with spreadsheets, generates written reports/schedules pertaining to the emergency repair/routine maintenance and repair of vehicles, etc. in order to document information/keep accurate records related to job/unit activities.
9. Performs basic statistical and mathematical computations, using calculators and/or computers; includes addition, subtraction, multiplication, division, averages, and ratios, in order to correctly monitor the performance of staff, equipment and vehicles.
10. Interacts/communicates with contractors, vendors, and other departmental/City personnel in order to provide/receive information, carry out job-related activities and meet department goals; includes driving between departmental locations to coordinate maintenance and repair activities.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: the elements necessary to effectively plan, assign and schedule vehicle/equipment repair and maintenance; the equipment, parts, personnel, and time needed to service/repair ~~various~~ rubber tire vehicles, and the capabilities of various maintenance shops; how to interpret warranties and contact vendors/ contractors.

Ability or Skill to:

Skills in: interacting with people in a manner that demonstrates concern for the individual and sensitivity to personal differences and feelings; establishing rapport; exercising tact and persuasion in dealing with co-workers, contractors, consultants, other departmental/City personnel; maintaining a professional manner and demeanor; effectively dealing with pressure and not letting it negatively impact performance; speaking in a precise, courteous and understandable manner, giving and receiving clear and concise information, instructions and directions to a variety of people; using appropriate terminology when speaking about technical matters; listening with understanding/comprehension; writing clearly and effectively; documenting all relevant information related to job activities; maintaining accurate records of unit activities; reading, comprehending and interpreting documents, warranties, invoices, contracts, etc.; performing basic arithmetic and statistical functions, in order to correctly evaluate the performance of staff, equipment and vehicles; working with and/or creating mathematical spreadsheets, creating related files, generating statistical reports on the computer; inputting and retrieving data, creating and/or working with spreadsheets using formulas, and preparing/generating reports and daily production schedules.

Ability to: analyze, which includes perceiving patterns in maintenance repair needs or identifying unusual activities, correlating facts into a logical sequence and making logical decisions, recognizing relationships between multiple factors and knowing what types of action are appropriate to resolve specific problems or to expedite situations to accomplish assigned goals; to plan and organize, which includes identifying and establishing priorities, projecting long range goals, activities and timetables for specific maintenance or repair projects, scheduling and coordinating tasks, resources and/or events in a logical manner in order to maximize use;

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anticipating problems and their consequences and proposing alternate courses of action, modifying project timetables and activities while adhering to established standards, meeting goals and timetables, and promoting efficiency; this includes the ability to coordinate/plan/assign/prioritize the work of mechanics, automotive service workers and other related personnel; and to drive between department locations, in case of emergency and for other department purposes.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

Experience:

4. Four (4) years of full time verifiable journey-level **mechanical** experience in the maintenance and repair of ~~vehicles (automotive, rubber tire, or fleet)~~ vehicles of which one (1) year must be in fleet ~~control~~ maintenance operations.

License and Certification:

Some positions may require possession of a valid **California commercial driver's** license with appropriate endorsements.

Substitution:

SUPPLEMENTAL INFORMATION

Nature of work: Incumbents may work in a 24 hours a day/7 days a week operation, with rotating, holiday and/or weekend shifts. This may involve exposure to noisy conditions, fumes, smoke, and airborne particles. May be subject to stand-by duties and mandatory overtime as assigned on a 24 hour per day basis.

PROMOTIVE LINES

To: 7241 Senior Maintenance Controller

From: 7340 Maintenance Controller **Entrance**

ORIGINATION DATE: 4/9/1984

AMENDED DATE: 9/22/2000; 10/22/14; XX/XX/XX

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Senior Maintenance Controller
Job Code: 7241**

DEFINITION

Under general supervision, the Senior Maintenance Controller analyzes the needs of and organizes and coordinates the production control of scheduled and emergency maintenance of rubber tire vehicles or equipment. ~~This position also has responsibility for supervising the Maintenance Controllers who coordinate repairs of rubber tire vehicles in the department's facilities and those of vendors. Performs other related duties as required.~~

DISTINGUISHING FEATURES

This class is distinguished from Class 7249 Automotive Mechanic Supervisor I in that the latter is responsible for the line supervision of craft classifications on an assigned shift. This class is distinguished from Class 7340 Maintenance Controller in that the ~~former~~ latter is responsible for overseeing the scheduling, maintenance and review of repairs of rubber tire vehicles ~~at the Municipal Railway.~~

SUPERVISION EXERCISED

Supervises work of all Maintenance Controllers.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Monitors rubber tire vehicle Control Room logs, boards, and reports for accuracy and completeness and analyzes data to discover progress, problems and trends in maintenance activities.
2. Supervises a group of skilled Maintenance Controllers engaged in data collection from maintenance activities in order to schedule vehicle servicing, inspection and repairs; and dispatches rubber tire vehicle road service personnel. ~~This is accomplished by general supervision, assigning overall priorities, overseeing and reviewing the progress made and reporting the details and results to management.~~
3. Trains/Develops Control Room Personnel and Shop Foremen in the concept and procedures used in planning and scheduling maintenance of rubber tire vehicles.
4. Analyzes data from vehicle and shop operating records in order to identify significant trends in maintenance and repair for the purpose of anticipating and planning for the manpower, materials and supplies required to meet the operating needs of the rubber tire vehicle divisions.
5. Performs analysis of work performed and defects recorded and reports to management on the current direction and needs of the rubber tire vehicle divisions.
6. Request and purchase supplies and materials needed to provide Shop Foremen, Craft Employees Service Personnel and Control Room staff the needed forms and work orders to record their activities.

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7. Assists in the planning and development of computerized reporting systems in order to format operating data into reports that are useful to managers and planners.
 8. Performs complex statistical and mathematical computations by using computer programs and software to establish averages/proportions, and intervals concerning maintenance activities.
 9. Develops and monitors reports and makes recommendations for operating improvements.
- ~~Performs other related duties as required.~~

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: how to service, inspect, and repair rubber tire vehicles; bringing together equipment, parts and personnel to complete complex mechanical projects in keeping with departmental objectives and timelines.

Ability or Skill to: assign, direct, monitor, evaluate and assess subordinates; oversee the Maintenance Control staff to ensure consistency and timeliness in maintenance repair activities and accuracy in maintenance data; interpret and apply FTA, CHP and SFMTA policies, rules and guidelines; control, develop, implement and evaluate programs which include an established overall maintenance plan; train Maintenance Control staff; identify problems, patterns and possible causes regarding maintenance issues; judge, decide and realize ramifications and possible impacts of decisions. Prepare effective written communication in an understandable, clear and concise manner. Speak in a precise, courteous and understandable manner; give and receive clear and concise information, instructions, and directions to a variety of people; use appropriate terminology when speaking about technical matters; listen with understanding and comprehension. Review and analyze statistical data (including reports, charts, logs, etc) in order to evaluate workflow and make necessary changes; interpret and explain this statistical data to all levels of staff (from senior level managers to shop mechanics). Train various levels of staff in scheduling, planning, and directing equipment maintenance flow and other maintenance related matters; conduct new vehicle training for staff as the need arises; determining and establishing overall priorities and long range goals; scheduling and coordinating tasks and all maintenance repair projects in a logical manner so as to maximize personnel and material resources and to increase efficiency; anticipating problems and consequences; reviewing repetitive occurrences and examining maintenance patterns; taking steps to alleviate problems; setting standards and meeting predefined goals within prescribed timetables and modifying if necessary; proficiency in computer skills; inputting and retrieving data, creating/working with spreadsheets using formulas, and preparing/generating computer reports such as; schedules, statistics, inventory, payroll, etc.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education:

CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES

Title: Senior Maintenance Controller
Job Code: 7241

Experience:

Four (4) years of fulltime verifiable journey-level **mechanical** experience in the maintenance and repair of ~~vehicles (automotive, rubber tire, or fleet) vehicles of which one (1) year must be in fleet control operations;~~ AND

Two (2) years of fulltime verifiable journey-level experience equivalent to Class 7340 Maintenance Controller with the City and County of San Francisco.

License and Certification:

Substitution:

SUPPLEMENTAL INFORMATION

Maintenance Control operates on a seven (7) day per week twenty-four (24) hour per day basis. May be subject to stand-by duties and mandatory overtime as assigned on a 24 hour per day basis.

PROMOTIVE LINES

From: 7340 Maintenance Controller

ORIGINATION DATE: 4/9/1984

AMENDED DATE: 2/19/09, 7/03/14; XX/XX/XX

REASON FOR AMENDMENT: *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA