

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: PARKS OPERATIONS AND MAINTENANCE MANAGER (JOB CODE 130)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Parks and Recreation Department	Division Manager	Exempt

CLASS SUMMARY

This is a management position in the City's Unclassified Service responsible for managing activities within the Parks Division of the City's Parks and Recreation Department. Under the general direction the Parks Operations and Maintenance Manager assists the Division Manager in planning, organizing, and supervising activities of one or more Park Maintenance sections of the Parks Division, and performs related duties as assigned. Incumbents are responsible for the administration and supervision of construction, maintenance and repair activities of one or more of the following sections, including but not limited to: Park Landscaping and Buildings, Athletic Fields, Sports Courts, Aquatic Facilities, Dog Parks, and Playgrounds. Incumbents assist in identifying needs and developing maintenance projects and assigning work to crews within the unit or section to which the manager is assigned. Incumbents are expected to perform office administrative duties, and to monitor the progress of work in the field. Incumbents may be required to participate as a working supervisor during emergencies. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Parks Operations and Maintenance Manager is the entry level manager in the Parks Division. Incumbents exercise considerable professional judgment and discretion and formulate policies and procedures for the effective use of assigned departmental staff and equipment. The Parks Operations and Maintenance Manager is distinguished from the higher-level Division Manager classification in that the Division Manager oversees a Citywide function, primary operation, or multiple programs and services within a division of a City department. This classification is distinguished from the lower-level supervisory classifications in that this classification is responsible for management of a unit or section in the Parks Division.

As a member of the City's Unclassified service, this is an "at-will" position, and the incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional and service-oriented leadership and interpersonal skills; sets a good example, and correctly applies the tenets of the City's Code of Ethics and Values.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from an accredited college or university with an Associate's degree in Forestry, Horticulture, Landscape Design or Architecture, Civil Engineering, Public or Business Administration, or a related field; and
- Four (4) years of increasingly responsible experience in construction, repair, and maintenance of landscaping, swimming pools, athletic and park facilities, two (2) years of which in a supervisory capacity.

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ACCEPTABLE SUBSTITUTION

- Graduation from high school or equivalent AND additional years of increasingly responsible experience in construction, repair, and maintenance of landscaping, swimming pools, athletic parks and facilities in a supervisory capacity may be substituted for the education requirement on a year for year basis.

LICENSES/CERTIFICATIONS

- Possession of a valid Class C California Driver's license is required at the time of hire and for the duration of hire.
- Certified Arborist Certification issued by the International Society of Arboriculture or Qualified Applicator Certificate in categories B (Landscape Maintenance), C (Right of Way) and F (Aquatic) issued by the Department of Pesticide Regulation is required within one year of appointment.
- Additional license(s) and/or certification(s) that may be required by future regulation during the duration of employment.

DESIRABLE QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Park Management, Business or Public Administration, Forestry, Horticulture, Civil Engineering, Landscape Design or Architecture, or a related field is desirable;
- Certificate of completion of the Certified Playground Safety Inspector course administered by either the National Recreation and Park Association or California Parks and Recreation Society is desirable;
- Possession of an Agricultural Pest Control Adviser License is desirable;
- Certificate of Completion from the National Recreation & Parks Association, Park & Recreation Maintenance Management School, or California Parks & Recreation Pacific Southwest Maintenance Management School is desirable;
- AutoCAD, computer software maintenance and troubleshooting is desirable;
- Public Sector Experience is desirable.

SPECIAL CONDITIONS

May be required to work unusual hours in shift assignments, in emergency situations, and to be on an "on-call" basis as assigned.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

TYPICAL DUTIES

Duties may include, but are not limited, to the following:

Under general direction:

- Plan, coordinate and manage the maintenance, operations, construction and repair of City Parks facilities;
- Authorize procurement of necessary supplies, materials and equipment consistent with established authority;

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- Operate a mobile device/computer to review, read and respond to incoming notifications, and evaluate data for an automated work order management system;
- Develop schedules and methods to accomplish assignments to complete work in a timely and efficient manner
- Assign, schedule, monitor and inspect the work and services provided by the Park Division such as inspecting the proper functioning of work crews and infrastructure through site visits;
- Inspect parks, landscape areas, playgrounds, pools, equipment, and facilities to determine maintenance needs and safety hazards;
- Act as a division coordinator in scheduling maintenance support for community events in park facilities;
- Review and analyze plans, specifications and blueprints of proposed park facilities to ensure appropriateness of plant material and irrigation equipment to be used;
- Negotiate and administer contracts with consultants, contractors, and suppliers; coordinate, oversee, and inspect the work to ensure it complies with the agreement;
- Research and apply best practices and operational techniques, materials, and equipment to improve efficiency and effectiveness in the Parks and Recreation Department;
- Assist in the preparation the division budget, assist in budget implementation, and recommend changes to the departmental budget;
- Prepare RFP & RFQ and bid specifications;
- Participate in the selection, training, professional development and work evaluation of assigned staff and make recommendations on hiring, termination, promotion and discipline;
- Coordinate activities of the Parks Division with those of other City departments and outside agencies;
- Investigate and resolve citizen complaints related to operations of the division;
- Collaborate with the Information Technology Department regarding GIS and the work order management system;
- Provide excellent customer service to the public and other City employees;
- May act as the Division Manager in their absence; and
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles and practices in park and recreation facility maintenance and repair, swimming pool operations, and planting and care of trees, shrubs, flowers and lawns;
- The use of the tools, equipment, supplies, and methods used in the maintenance of parks, landscaped areas, and related facilities;
- Principles of supervision and work management related to landscape, building, and aquatic facility maintenance activities;
- Safe work practices and hazards associated with parks, playgrounds, equipment, aquatic facilities and chemicals used in pest control, pool management, and ground maintenance including proper handling techniques; and
- Public agency budget development and administration.

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Skill in:

- Identification and analysis of parks maintenance (landscape/hardscape, aquatic, facility, athletic courts/fields, park buildings) problems and development of appropriate responses;
- Application of supervisory principals to maintenance activities; and
- Supervising and evaluating individuals involved in park operations.

Ability to:

- Plan, organize, direct, and coordinate park construction, maintenance, and a variety of concurrent projects
- Effectively train, supervise, evaluate and motivate assigned staff;
- Build and maintain effective working relationships with other departments and divisions, citizens, outside agencies, and the general public;
- Establish clear goals and objectives in order to deliver excellent customer service through ethical leadership standards and safe employee work practices that are consistent with the City's Code of Ethics and Values;
- Analyze and prepare sound recommendations;
- Read plans, blueprints, sketches, and technical manuals;
- Maintain accurate records and prepare clear and concise reports;
- Communicate and write effectively;
- Use a computer and related programs to manage projects, maintenance schedules, irrigation systems, etc.;
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, lift and move 25 pounds, or any other physical requirement as necessitated by the position to perform assigned duties.

SUPERVISION RECEIVED

General direction provided by the Division Manager or other supervisor as assigned.

SUPERVISION EXERCISED

Park Foreperson, Parks Maintenance Crafts Worker, Grounds Maintenance Workers and other assigned staff.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Established 04/2012, Revised 07/2026

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

**TITLE: ~~PARKS Construction, OPERATIONS AND MAINTENANCE and Repair~~
MANAGER (JOB CODE 130)**

<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Parks and Recreation Department</u>	<u>Division Manager</u>	<u>Exempt</u>

CLASS SUMMARY

This is a management position in the City's Unclassified Service responsible for supervising managing activities within the Parks Division of the City's Parks and Recreation Department. Under the general direction ~~/of the Parks and Recreation Director and/or Deputy Parks and Recreation Director,~~ the Parks Operations and Maintenance Manager assists the Division Manager in planning, organizing, and supervising activities of one or more Park Maintenance sections of the Parks Division, and performs related duties as assigned. ~~the position is responsible for~~ Incumbents are responsible for the administration and supervision of construction, maintenance and repair activities of one or more of the following ~~program areas sections, including but not limited to:~~ Park Landscaping and Buildings, Athletic Fields ~~and,~~ Sports Courts, Aquatic Facilities, Dog Parks, and Playgrounds. Incumbents assist in identifying needs and developing maintenance projects and assigning work to crews within the unit or section to which the manager is assigned. Incumbents are expected to perform office administrative duties, and to monitor the progress of work in the field. Incumbents may be required to participate as a working supervisor during emergencies. Performs related duties as assigned.

~~The Incumbents exercise considerable professional judgment and discretion; employ strong analytical and communication skills; manage, train, evaluate and direct employees and contractors; work collaboratively with community service organizations and volunteers; and formulate policies and procedures for the effective use of assigned departmental staff and equipment.~~

DISTINGUISHING CHARACTERISTICS

The Parks Operations and Maintenance Manager is the entry level manager in the Parks Division. Incumbents exercise considerable professional judgment and discretion and formulate policies and procedures for the effective use of assigned departmental staff and equipment. The Parks Operations and Maintenance Manager is distinguished from the higher-level Division Manager classification in that the Division Manager oversees a Citywide function, primary operation, or multiple programs and services within a division of a City department. This classification is distinguished from the lower-level supervisory classifications in that this classification is responsible for management of a unit or section in the Parks Division.

As a member of the City's Unclassified service, this is an "at-will" position, and the incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional and service-oriented leadership and interpersonal skills; sets a good example, and correctly applies the tenets of the City's Code of Ethics and Values.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- ~~Education and experience equivalent to graduation~~ Graduation from an accredited college or university with an Associate's degree in Forestry, Horticulture, - Landscape Design or Architecture, Civil Engineering, Public or Business Administration, or a related field; and
- Four (4) years of increasingly responsible experience in construction, repair, and maintenance of landscaping, swimming pools, athletic and park facilities, two (2) years of which in a supervisory capacity. ~~;- and~~

ACCEPTABLE SUBSTITUTION

- ~~None~~ Graduation from high school or equivalent AND additional years of increasingly responsible experience in construction, repair, and maintenance of landscaping, swimming pools, athletic parks and facilities in a supervisory capacity may be substituted for the education requirement on a year for year basis.

LICENSES/CERTIFICATIONS

- Possession of a valid Class C California Driver's license is required at the time of hire and for the duration of hire.
- ~~Certificate of completion of the Certified Playground Safety Inspector course administered by the National Recreation and Park Association is required; and~~
- Certified Arborist Certification issued by the International Society of Arboriculture or Qualified Applicator Certificate in categories B (Landscape Maintenance), C (Right of Way) and F (Aquatic) issued by the Department of Pesticide Regulation is required within one year of appointment.
- Additional license(s) and/or certification(s) that may be required by future regulation during the duration of employment.

DESIRABLE QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Park Management, Business or Public Administration, Forestry, Horticulture, Civil Engineering, Landscape Design or Architecture, or a related field is desirable;
- Certificate of completion of the Certified Playground Safety Inspector course administered by either the National Recreation and Park Association or California Parks and Recreation Society is desirable;
- Possession of an Agricultural Pest Control Adviser License is desirable;
- Certificate of Completion from the National Recreation & Parks Association, Park & Recreation Maintenance Management School, or California Parks & Recreation Pacific Southwest Maintenance Management School is desirable;
- AutoCAD, computer software maintenance and troubleshooting is desirable;
- Public Sector Experience is desirable.

SPECIAL CONDITIONS

May be required to work unusual hours in shift assignments, in emergency situations, and to be on an "on-call" basis as assigned.

OTHER REQUIREMENTS

Must be able to perform all of the essential functions of the job assignment.

TYPICAL DUTIES

Duties may include, but are not limited, to the following:

Under general direction:

- Plan, coordinate and manage the maintenance, operations, construction and repair of City Parks facilities;
- ~~Responsible for the implementation and oversight of the Department's asset management and work order system;~~
- Authorize procurement of necessary supplies, materials and equipment consistent with established authority;
- ~~Manage field repair of hand tools and power equipment used in maintenance activities;~~
- Operate a mobile device/computer to review, read and respond to incoming notifications, and evaluate data for an automated work order management system;
- Develop schedules and methods to accomplish assignments to complete work in a timely and efficient manner
- Assign, schedule, monitor and inspect the work and services provided by the Park Division such as inspecting the proper functioning of work crews and infrastructure through site visits;
- Inspect parks, landscape areas, playgrounds, pools, equipment, and facilities to determine maintenance needs and safety hazards;
- Act as a ~~department division~~ coordinator in scheduling maintenance support for community events in park facilities;
- Review and analyze plans, -specifications and blueprints of proposed park facilities to ensure appropriateness of plant material and irrigation equipment to be used;
- Negotiate and administer contracts with consultants, contractors, and suppliers; coordinate, oversee, and inspect the work to ensure it complies with the agreement;
- Research and apply best practices and operational techniques, materials, and equipment to improve efficiency and effectiveness in the Parks and Recreation Department;
- Assist in the preparation the division budget, assist in budget implementation, and recommend changes to the departmental budget; ~~in the preparation of the annual budget for Deputy Director;~~
- Prepare RFP & RFQ and bid specifications;
- ~~Provide-Participate in for~~ the selection, training, professional development and work evaluation of assigned staff and makes recommendations on hiring, termination, promotion and discipline;
- Coordinate activities of the Parks Division with those of other City departments and outside agencies;
- Investigate and resolve citizen complaints related to operations of the division;
- ~~Review and contribute actively to enhancing the Park Amenity & Design Standards;~~
- Collaborate with the Information Technology Department regarding GIS and the work order management system;

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- Provide excellent customer service to the public and other City employees;
- ~~Act as Deputy Parks and Recreation Director in his/her absence; and~~ May act as the Division Manager in their absence; and
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles and practices in park and recreation facility maintenance and repair, swimming pool operations, and planting and care of trees, shrubs, flowers and lawns;
- ~~Regulatory laws applicable to work environment such as, Americans with Disabilities Act (ADA), SB 198, Proposition 65 and health and safety;~~
- ~~Integrates pest management programs and the chemicals used in horticultural activities, including pesticides and fertilizers;~~
- ~~Principles and practices of customer service; operating a smart (centralized) irrigation system; management, supervision, training and performance evaluations; budget development and administration;~~
- ~~Computer and software programs applications used in business settings, facility management and asset management;~~
- ~~Principles and practices of fleet/equipment maintenance and replacement procedures associated with maintaining buildings and facilities associated with City parks; and~~
- The use of the tools, equipment, supplies, and methods used in the maintenance of parks, landscaped areas, and related facilities.;
- Principles of supervision and work management related to landscape, building, and aquatic facility maintenance activities.;
- Safe work practices and hazards associated with parks, playgrounds, equipment, aquatic facilities and chemicals used in pest control, pool management, and ground maintenance including proper handling techniques.; and
- Complex spreadsheets and database applications. Public agency budget development and administration.

Skill in:

- Identification and analysis of parks maintenance (landscape/hardscape, aquatic, facility, athletic courts/fields, park buildings) problems and development of appropriate responses.;
- Application of supervisory principals to maintenance activities.; and
- Supervising and evaluating individuals involved in park operations.

Ability to:

- Plan, organize, direct, and coordinate park construction, maintenance, and a variety of concurrent projects ~~and effectively manage the work of others;~~
- Effectively train, supervise, evaluate and motivate assigned staff;
- ~~Monitor and maintain a high level of performance in the maintenance functions of the departments;~~
- ~~Build constructive relationships by promoting and developing effective partnerships with~~

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~~other departments, employees, City bargaining units, citizens, contractors and the general public;~~

- Build and maintain effective working relationships with other departments and divisions, citizens, outside agencies, and the general public;
- Establish clear goals and objectives in order to deliver excellent customer service through ethical leadership standards and safe employee work practices that are consistent with the City's Code of Ethics and Values;
- ~~Work effectively as a member of the department's management team to achieve common goals and deliver excellent customer service to both internal and external City clients;~~
- Analyze and prepare sound recommendations ~~to solve difficult problems;~~
- Read plans, blueprints, sketches, and technical manuals;
- Maintain accurate records and prepare clear and concise reports;
- ~~Speak and write~~ Communicate and write effectively;
- Use a computer and related programs to manage projects, maintenance schedules, irrigation systems, etc.;
- ~~Implement budget preparation and expenditure control requirements;~~
- Walk or stand for extended periods of time and bend, stoop, crawl, climb, lift and move 25 pounds, or any other physical requirement as necessitated by the position to perform assigned duties; ~~and~~
- ~~Effectively plan, schedule, supervise, train, evaluate and motivate staff.~~

SUPERVISION RECEIVED

General direction provided by the Division Manager ~~Parks and Recreation Director, Deputy Parks and Recreation Director,~~ or other supervisor as assigned.

SUPERVISION EXERCISED

Park Foreperson, Parks Maintenance Crafts Worker, Grounds Maintenance Workers and other assigned staff.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Established 04/2012, Revised 07/2026.