



# Memorandum

**TO:** Civil Service Commission

**FROM:** Jennifer Schembri

**SUBJECT: AMENDMENTS TO THE  
CLASSIFICATION PLAN**

**DATE:** October 28, 2020

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Section 3.04.520 of the Civil Service Rules states that when the Director of Human Resources revises or amends the City's classification plan, he/she shall file a written copy of each revision with the Commission at or before the next regular meeting of the Commission. The following are revisions to the classification plan that have been made since the last meeting of the Commission.

**1. Revision of Class Specifications**

- a. Building Management Administrator (3228)
- b. Fleet Manager (3316)
- c. Arborist Technician (3406)

A handwritten signature in blue ink that reads "J. Schembri".

Jennifer Schembri

Director of the City Manager's Office of Employee Relations  
Director of Human Resources

**Attachments:**

Building Management Administrator Class Specification

Fleet Manager Class Specification

Arborist Technician Class Specification

**City of San José**  
**CLASS SPECIFICATION**

**Title: Arborist Technician (3406)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Transportation	Assistant Arborist	Non-exempt

**CLASS SUMMARY**

Performs a variety of semi-technical activities of moderate complexity related to public street trees. This work may include issuing permits and assisting members of the public with questions regarding tree trimming techniques and City policies related to street trees. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

The class of Arborist Technician is the first level in the three level Arborist series. The Arborist Technician classification requires specific knowledge of trees and tree care. This classification differs from the Assistant Arborist in that incumbents of the latter lead Arborist Technicians and perform work of greater complexity and scope.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

High School Diploma or equivalent (General Educational Development [GED] Test or California Proficiency Certificate) and three (3) years of hands-on experience in a planting and maintenance activity related to municipal street tree and landscape maintenance programs.

**Acceptable Substitution**

Up to two (2) years (equivalent to 60 semester units or 90 quarter units) of undergraduate course work in landscape architecture, horticulture, forestry, or related fields, from an accredited college or university, may be substituted for experience on a year-for-year basis.

**Required Licensing (such as driver's license, certifications, etc.)**

Possession of a valid State of California driver's license.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.

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- **Communication Skills** - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- **Computer Skills** - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- **Customer Service** - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- **Reliability** - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- **Flexibility** - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- **Problem Solving** - Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- **Teamwork & Interpersonal Skills** - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Provides customer service duties requiring knowledge of trees and tree care, applicable procedures, laws, rules, and regulations. Customers may be employees, the public, other departments, or other government agencies. Gives out a variety of information and written materials; helps the public fill out a variety of forms, responds to complaints and questions by finding out what issue is and then researching and providing information.	Daily
2.	Travels to customer location to inspect trees and provide detailed, in-person direction and advice.	Daily

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DUTY NO.	<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
3.	Performs data entry and types documents, including utilization of word processing, spreadsheets, database systems, presentation software and other systems; reviews documents for accuracy; may also review for content.	Daily
4.	Sets up complex filing systems and procedures, including retention control procedures and automated recordkeeping systems; maintains and updates files, forms, records, inventories and documents, especially permit files; updates logs and tracking systems; retrieves records and documents as requested.	Daily
5.	With very little review, issues permits for tree trimming and planting; prepares and distributes a variety of documents with legal implications and deadlines.	Daily
6.	Assembles and verifies data and information in reports (such as work load), records and databases; gathers information and data from other sources such as other departments, or outside agencies; independently prepares summaries, tabulations, or reports of data and information.	Daily
7.	Performs other duties of a similar nature or level.	As required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

	Climbing	X	Kneeling		Crawling
	Balancing	X	Lifting	X	Reaching
X	Stooping	X	Fingering	X	Standing
X	Talking	X	Grasping	X	Walking
X	Hearing	X	Feeling	X	Pushing
	Crouching				

Depending on assignment, this classification may be sedentary or Light.

\_\_\_\_\_ Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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       *Light Work*: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

  X   *Medium Work*: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

       *Heavy Work*: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

       *Very Heavy Work*: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

**CLASSIFICATION HISTORY** *Created 11/01, Rev. 10/2020; s001*

**City of San José**  
**CLASS SPECIFICATION**

**Title: Building Management Administrator (3228)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Varies	Deputy Director	Exempt

**CLASS SUMMARY**

Under general direction, performs work of considerable difficulty in planning, organizing and directing a comprehensive building management program on a Citywide basis. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

The Building Management Administrator classification typically reports to the Deputy Director and is responsible for planning, organizing and directing the management of a building maintenance program of multiple City owned buildings across various departments. Responsibilities include supervising trades and contractors that execute building operation and maintenance, repair and modification, space management, security, and facility assessments and sustainability planning. Incumbents in this classification will also be responsible for fiscal management. This class differs from the Building Maintenance Superintendent in that it has overall management and direction of building maintenance services. It differs from the Deputy Director which has responsibility for the management and oversight of daily operations, programs, and services of multiple divisions within a City department and serves as Department Director in their absence.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

Completion of a Bachelor's Degree and four (4) years of increasingly responsible experience, in building facilities management, including four (4) years of supervisory experience.

**Acceptable Substitution**

Eight (8) years of increasingly responsible experience in building facilities management, including four (4) years of supervisory experience, may be substituted for both the education and the experience requirements.

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession of a valid California driver's license may be required.
- As a condition of employment, incumbents may be required to use their personal vehicles in the performance of job duties.
- Certified Facility Management credential may be required.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**City of San José**  
**CLASS SPECIFICATION**

**Title: Building Management Administrator (3228)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Technology Use/Management – Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.
- Leadership Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational support and direction.
- Project Management – Ensures support for projects and implements agency goals and strategic objectives.
- Decision Making – Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Fiscal Management – Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- Collaboration – Develops networks and builds alliances; engages in cross-functional activities.
- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.

**City of San José**  
**CLASS SPECIFICATION**

**Title: Building Management Administrator (3228)**

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
1.	Ensures maximum effectiveness of functions through subordinate supervisory personnel, with emphasis on systems and procedures involved.	Daily
2.	Prepares and controls the execution of the building management budget.	Intermittent
3.	Plans, organizes and directs a comprehensive building management program on a Citywide basis.	Intermittent
4.	Directs the preparation of work orders and estimates of staff and materials required for projects.	Daily
5.	Responsible for fiscal management needed for the tasks, projects, contracts and staffing necessary for successful project implementation.	As Required
6.	Maintains and coordinates effective working relationships with staff in other departments.	Daily
7.	Directs and controls an effective preventive maintenance program for all mechanical equipment.	Intermittent
8.	Prepares and controls annual operating budget, expenditure projections and prepares reports as required to effectively monitor expenditures throughout the year.	As Required
9.	Directs the contract administration and inspection unit for custodial services and building maintenance and repair activities.	Daily
10.	Directs the study of organization, operations and services and determines recommendations to effect improvements in economy, efficiency, quality of organization, operations and services.	As Required
11.	Plans, directs and reviews staff assignments and work; makes recommendations regarding important personnel actions such as hiring, promotion, demotion, discipline, separation and other matters.	Daily
12.	Ensures various alarm components and call boxes are maintained on an as-needed basis.	Intermittent
13.	Ensures that electrical systems in buildings, parks and lighted sports fields are inspected, maintained and modified.	As required
14.	Performs other related work as required.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**



**City of San José**  
**CLASS SPECIFICATION**

**Title: Building Management Administrator (3228)**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person, in writing, and via various electronic mediums such as telephone, computer, radio, etc.;
- Maintain professional demeanor during interactions with staff, customers and the public.
- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Identify problems or hazards, work in confined spaces and around machines, and climb/descend ladders;
- Operate a motor vehicle and visit various City sites;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances, fumes, dust, and air contaminants.

**CLASSIFICATION HISTORY** *Created 7/84, Rev. 8/86, Rev & Ret 11/87, Rev 10/20; s002*

**City of San José**  
**CLASS SPECIFICATION**

**Title: Fleet Manager (3316)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Public Works	Deputy Director	Exempt

**CLASS SUMMARY**

Under general direction, manages the vehicle and equipment fleet of the City of San Jose. The position is responsible for overall direction of the vehicle maintenance division through subordinate supervision and staff. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a single incumbent classification in the Public Works Department. Incumbent reports to the Deputy Director overseeing Facilities and Fleet Management and is responsible for the management of the daily operation of the City's vehicle and equipment fleet including the program's budget and the City's fuel inventory and tracking system. The Fleet Manager is also responsible for developing and managing an efficient and effective maintenance program that provides a variety of preventive maintenance and corrective repair activities on the City's fleet of vehicles and equipment, including police patrol vehicles, fire apparatus, and critical storm and sanitary sewer maintenance, and potable water service equipment. This class differs from the Equipment Maintenance Supervisor I/II in that it has overall management responsibility for the Fleet and Equipment Services Division. It differs from the Deputy Director which has responsibility for the management and oversight of daily operations, programs, and services of multiple divisions within a City department and serves as Department Director in their absence.

**QUALIFICATIONS**

**Minimum Qualifications**

**Education and Experience**

Completion of high school, General Educational Development (GED) Certificate, or California Proficiency Certificate and eight (8) years of experience in fleet management, including at least four (4) years as a supervisor or manager.

**Acceptable Substitution**

Completion of an Associate's degree from an accredited college or university may substitute for two (2) of the eight (8) years in fleet management experience. Completion of a Bachelor's degree from an accredited college or university may substitute for four (4) of the eight (8) years in fleet management experience.

**Required Licensing (such as driver's license, certifications, etc.)**

- Possession of a valid State of California Class A or B driver's license with applicable endorsements may be required in the performance of job duties.

**Other Qualifications**

**(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)**

**Basic Competencies**

**(Needed at entry into the job in order to perform the essential duties.)**

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**CLASS SPECIFICATION**

**Title: Fleet Manager (3316)**

- Job Expertise – Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations, such as:
  - Principles, methods and practices pertaining to the management of an equipment maintenance facility.
  - Budget preparation and administration
  - Business practices applicable to fleet management, including a variety of charge-back systems.
  - Applicable vehicle codes and other legal requirements pertaining to vehicles in California.
  - Operation and maintenance of a large fleet of automotive vehicles and other types of equipment.
  
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
  
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
  
- Collaboration – Develops networks and builds alliances; engages in cross-functional activities.
  
- Management – Evaluates priorities to ensure the “true” top priorities are handled satisfactorily; sets clear goals for the employees and the work unit.
  
- Decision Making – Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
  
- Initiative – Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.

**Additional Competencies and/or Desirable Qualifications**

**(Competencies, knowledge, skills and abilities that are more position specific and/or likely to contribute to more successful job performance.)**

Knowledge of:

- Maintenance characteristics and requirements of city automotive machinery and equipment.

DUTY NO.	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	FREQUENCY*
1.	Plans, directs and coordinates the activities of the vehicle maintenance division in connection with the installation, maintenance and repair of a wide variety of automotive machinery and equipment.	Daily

**City of San José**  
**CLASS SPECIFICATION**

**Title: Fleet Manager (3316)**

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:</b>	<b>FREQUENCY*</b>
2.	Administers a comprehensive vehicle maintenance and repair program for the City's automotive equipment, heavy equipment and other special equipment	Daily
3.	Through subordinate supervisory personnel, assigns, trains, supervises and evaluates a very large staff and their work; makes recommendations on employment, retention, promotion, demotion, and other personnel actions.	Daily
4.	Analyzes and establishes procedures, scheduling, priorities and workflow. Interprets policy and procedures to subordinates.	Daily
5.	Administers the Vehicle Maintenance and Operating intergovernmental service fund.	Monthly
6.	Directs the operation of the Equipment Management Information System (EMIS), a computer system tracking vehicle and equipment maintenance, cost and repairs.	As required
7.	Develops and enforces the administrative procedure's and policies for the vehicle maintenance division of the General Services Department.	As required
8.	Prepares, develops and manages the approved divisional budget.	As required
9.	Establishes and standardizes vehicle and equipment replacement policies including leasing and buying.	As required
10.	Develops, installs and maintains systematic procedures of preventative maintenance for vehicles and equipment	As required
11.	Analyzes and determines the appropriateness of either buying or leasing vehicles and equipment for the City.	As required
12.	Performs other related work as required.	As Required

\*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

**PHYSICAL/ENVIRONMENTAL ELEMENTS**

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

Possess ability to:

- Move between/within work areas, including but not limited to sitting, standing, and walking on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Communicate in person, in writing, and via various electronic mediums such as telephone, computer, radio, etc.;
- Maintain professional demeanor during interactions with staff, customers and the public.
- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Identify problems or hazards, work in confined spaces and around machines, and climb/descend ladders;
- Operate, inspect, and repair varied hand and power tools and construction equipment;

**City of San José**  
**CLASS SPECIFICATION**

**Title: Fleet Manager (3316)**

- Operate a motor vehicle and visit various City sites;
- Be exposed to unpredictable working conditions including but not limited to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances, fumes, dust, and air contaminants.

**CLASSIFICATION HISTORY** *Created in 9/86, Rev. 4/92, Rev. 7/20, Rev. 10/20; s002*