



**Baltimore City Department
of General Services**

**Division Chief
of Fleet Management**





Division Chief of Fleet Management

Department of General Services

City of Baltimore



Baltimore City Government

Mayor Brandon M. Scott was sworn in as Baltimore's 52nd mayor on December 8, 2020. Mayor Scott is the youngest person elected to the position in over a century, and he is committed to ending gun violence, restoring public trust in local government, and building a more equitable Baltimore for families to thrive.

Overview of the Department

The Department of General Services is the backbone of Baltimore City Government, supporting city vehicles, properties and energy utilization. The agency consists of more than 350 employees and has an annual operating budget of \$111 million in addition to a \$20 million (FY23) capital budget.

Our vision is to be committed to providing healthy work environments and safe reliable vehicles for City employees by delivering high quality and cost-effective support services to City agencies who serve Baltimore's citizens and stakeholders.

Our mission is to deliver cost-effective, high quality, reliable and sustainable services by managing quality facilities, ensuring efficient fleet operations, and maintaining exemplary administrative customer service that supports Baltimore City agencies in the advancement of their goals.

Our core functions are carried out through five divisions:

Fleet Management procures, repairs and fuels more than 5,600 pieces of motorized equipment that are used by 29 city agencies and entities. In 2022, the Fleet Management Division was ranked #6 among leading fleets nationwide by Government Fleet in partnership with the American Public Works Association. Also in 2022, the division was ranked #29 by the NAFA Fleet Management Association in their annual "100 Best Fleets."

Facilities Maintenance manages the operations and maintenance of more than 114 facilities that comprise over 6MM sf. The division is responsible for historic properties preservation, real estate portfolio oversight, space planning and trade technicians who provide around-the-clock repair and maintenance of city-owned facilities including fire stations, libraries, multipurpose centers, and more.

Capital Projects is responsible for the design and construction of capital improvements to 190 City-owned facilities. The division provides a package of services covering all phases from project concept to punch list corrections. The Contract Administration Section oversees the bid process and tracks the spending on every project.

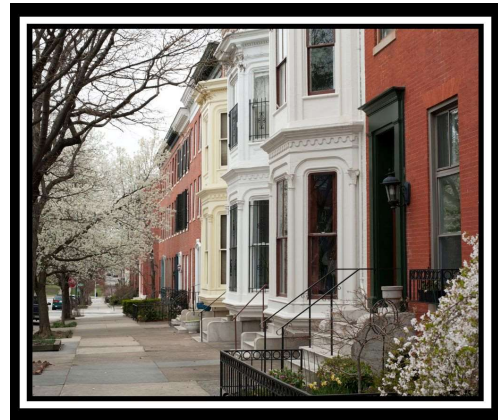
The **Energy** division tracks utility data on energy use and cost, identifying opportunities and unexpected changes in energy trends. The division leads energy efficiency and production projects, as well as participating in cooperative purchasing of electricity in the wholesale market to lock in the best rates.

The **Administration** divisions provides support services throughout the agency including, Fiscal, Human Resources, Performance Management and Communications.

Living and Working in Baltimore

Baltimore is the largest city in the state of Maryland and the economic and cultural center of a metropolitan region of more than 2.7 million people.

With a long and proud history of heavy industry and steelmaking, today's Baltimore is no rust belt. The city hosts an elite network of secondary and post-secondary institutions that include: The Johns Hopkins University and medical institutions; the Maryland Institute College of Art; Morgan State University; the Peabody Conservatory; and the University of Maryland, Baltimore. The highly educated workforce serves as the foundation for growth in the region's diversified business base that includes information technology; biosciences and nanotechnology; cyber security; health care; financial services; government contracting; manufacturing; logistics; and legal services.



Baltimore has been dubbed a "city of neighborhoods," with 225 residential districts, each with its own history, micro-economy, housing type, and architectural style. A deep and rich cultural legacy, low cost of living, major league sports teams, and a broad array of visual and performing arts contribute to a flourishing community that features renowned events and a high quality of life.

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About the Fleet Maintenance Division

The mission of the Fleet Management Division is to support customer agencies in the delivery of vital city services by providing reliable access to vehicles, equipment, and service facilities. The Division's goal is to work closely with our customers to ensure the provision of the highest quality product in the most cost-effective manner.

The division is responsible for the overall administration of a fleet of over 5,600 pieces of motorized equipment that are used by 29 city agencies and entities. Our team of highly-trained automotive technicians provide scheduled maintenance, repair, inspections, and road-side services to all city-owned vehicles, which include Police patrol cars, Fire apparatus (engines, ladder trucks, etc.), Inner Harbor water skimmers, and refuse collection load packers, lawn mowers and many more. Operations take place at the George L. Winfield Fleet Maintenance Facility (3800 East Biddle Street) and at several substations throughout the City.

Additional services provided by the Division include:

- Administration and management of the City's fueling systems at several manual and automated fueling stations;
- Management of all above ground and underground fuel storage tanks on City property;
- Purchasing vehicles to meet the needs of City agencies;
- Retiring from the fleet (primarily via public auction) vehicles no longer used;
- Maintaining a large parts inventory to enable the timely provision of automotive services;
- Processing all tag and title work; and
- Coordinating training of agency vehicle operators.

In 2022, the Fleet Management Division was ranked #6 among leading fleets nationwide by Government Fleet in partnership with the American Public Works Association. The ranking recognizes operations that are performing at a high level, particularly in fleet leadership, competitiveness and efficiency, planning for the future, and overcoming challenges. Also in 2022, the division was ranked #29 by the NAFA Fleet Management Association in their annual "100 Best Fleets."

Candidate Profile

The Division Chief for the Fleet Management leads a team of approximately 250 employees and is exclusively responsible for the daily operations of a service organization. The incumbent reports directly to the Deputy Director of Baltimore City's Department of General Services (DGS).

All management responsibilities include, but are not limited to, the following: the development of policy and procedures, the supervision of personnel, and the planning and implementation of consistent business practices throughout the Division. The position also involves establishing and maintaining effective work relationships with all customers, departments, and any stakeholders external to the DGS Agency. The scope and complexity of duties for this role will require the individual to exercise independent judgement with limited supervision.

Key Responsibilities

- Manage the overall operations of the DGS fleet, including vehicle maintenance, repair, and replacement
- Creates and implements policies, procedures, protocols, best practices and sets high performance standards.
- Plans, organizes, coordinates, directs, and controls the dynamics of staff members from various trades, disciplines, and skill levels.
- Develop and maintain an effective vehicle maintenance program
- Ensure compliance with all federal, state, and local laws and regulations related to fleet management
- Develop and implement policies and procedures related to the acquisition, use, and disposal of vehicles
- Manage process of working with vendors to negotiate pricing and ensure timely delivery of vehicles and parts
- Monitor and analyze fleet data to identify cost savings opportunities and areas for improvement
- Prepare and maintain accurate records and reports related to fleet management
- Establishes plans and strategic goals. Creates mission critical objectives for the division; establishes industry-standard metrics for operational excellence and to meet business expectations.
- Partners with the Department's Fiscal Office to assist with creating and managing the Division's budget.
- Advises and informs City Leadership and other Agency's management teams on any Fleet Management needs and top priority issues. Communicates any rapidly changing industry related issues and/or innovations.
- Responsible for planning, organizing, interpreting, and implementing complex studies related to operational and administrative needs.
- Seeks out and utilizes both State and Federal resources to increase operational efficiency.
- Provides oversight and compliance.

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Education and Experience

- Bachelor's (minimum) or Master's (preferred) degree in Business Management, Logistics, or Public Administration from an accredited college or university.
- Minimum of 8 years of senior management experience in Fleet management. Policy-driven and operational knowledge to include 4 years of experience managing homogeneous functions through subordinate supervisors.
- Progressive experience managing multiple types of assets. Proven track record of having worked in a federal, state, and/or local municipality or public university system.

Ideal Candidate

- Strong knowledge of Fleet Management.
- Strong leadership skills. This incumbent is organized, knows how to advocate for all employees and holds them accountable for service excellence. This person fosters a culture of employee engagement, rewards, and recognition.
- Genuine personality and disposition when communicating with people at all levels. This person is resourceful and can establish and maintain meaningful relationships with people at all levels, ranging from front-line employees to the Mayor and across City agencies.
- Extensive knowledge of troubleshooting, complex analysis skills, and the ability to approach difficult situations that require mitigation. The incumbent can multi-task and effectively address concurrent conditions/situations simultaneously.
- Extensive knowledge of managing priorities, making sound recommendations, and appropriately scheduling a mix of short-term, mid-term, and long-term goals to successfully complete projects.
- Possesses a thorough knowledge of the required principles, practices, regulations, and procedures of operating a governmental service organization.
- Ability to make recommendations regarding operating policies and administrative practices.
- Strong in negotiations. Has the keen ability to compromise when necessary and influence internal and external parties to consider new and different concepts and practices to bring about positive outcomes. This incumbent also takes the initiative to promote innovative ideas for the greater good of the Fleet Management Division, and the DGS Agency and Baltimore City as needed.

Compensation and Benefits

The annual starting salary range is \$99,052 to \$163,305 subject to the qualifications and experience of the successful candidate. Baltimore City Government provides excellent benefits including medical, dental, life insurance, retirement plan, vacation, sick leave, holidays, and other highly competitive benefits. The working conditions are outstanding, and the locale is ideal.

Expression of Interest

Please submit resume and cover letter through WORKDAY.

This position is an essential position of operations.

Baltimore City is an Equal Opportunity Employer.

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