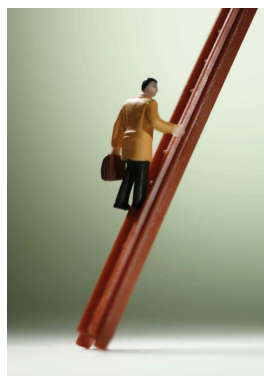


**2013 Michigan Winter
Operations Conference
October 16 - 17, 2013**

**SAM P. LAMERATO, CFP
SUPERINTENDENT OF FLEET
CITY OF TROY, MI**



**Moving Up The Ladder From
The Shop Floor To Fleet
Manager**



Overview

- Early Preparation
- Interview
- Passion
- Commitment
- Respect
- Recognition
- Integrity



Early Preparation

- Thinking Ahead
- Attend supervisory seminars
- Accounting 101
- Computer Skills/MS Office
- Web Site
- Department Budget Review
- View Council/Commission Meetings
- Certifications – Current
- Fine tune your resume



Interview

- Prepare – The more prepared you are the easier it will be to manage your anxiety.
- Practice – conduct a mock interview reviewing the **3** key points you plan to cover. Tell them why you would be the best person for the job. Before you can convince the interview panel , you need to convince yourself.
- ***“When it is time to perform, the time to prepare has passed”***



Interview

- Don't bail on the basics – get a good night sleep – if you are overtired, you're not going to feel your best
- When you look good you're going to feel good, which will help boost your confidence.



Interview

- Dress to de-stress – It's better to be overdressed than to be underdressed
- What you wear can influence how you feel. Find an outfit you feel great wearing.
- Before the interview - Breathe deeply and try to relax.
- Don't fear the interviewer – Find out what you can about the person interviewing you. You will be able to relax more and be yourself when you remember that they need you.



Interview

- Turn Mistakes into opportunities – Mistakes will happen – finesse them! Employers are looking for flexibility and resilience. “Can I try to answer the question a different way?”



Passion

- Passion to be a Fleet Manager –
- 24 hours a day 7 days a week
- Always learning
- Always trying to improve the end product
- Great listener
- Not afraid of a challenge
- Willing to sacrifice personal time



Commitment

- Your community
- Your place of Employment
- Your Department
- Your Staff
- Your Vendors



Respect

- Earn the **Respect** of your employees
- Dealing with resentment
- Four corners
- Be visible on the shop floor
- Open door policy
- Be Understanding
- Bring me the solutions
- Meet with staff weekly
- Be Available 24/7
- Return phone calls & emails



Recognition

- Respect
- Leader in your field
- Appreciation
- Identified
- City Manager, Mayor, Council/Commission



Identified



Leadership

- Meet with Staff – on a regular basis
- One on one meeting with staff, department heads and customers.
- Set-up training for all staff
- Get involved with Fleet Managers Associations or start one.
- Educate elected officials, department heads and citizens on the importance of your Fleet operation.



Image

- Dress with the Best – You & your staff
- Clean and Organized Shop
- Mirror hangers
- On Line Survey
- Telephone skills
- Fleet Management system
- Professional monthly reports



Morale

- Show appreciation
- Awards and Certifications
- Luncheons
- Holiday Parties
- Birthday Recognition
- Letters of Appreciation
- Wall of Achievement and Honor



Department Luncheon



City Parade



Mayor and Employees



Holiday Photo



Tons Of Trucks



Awards



Wall of Achievement & Honor



Integrity

- Trust Worthy - Confidentiality
- Loyal
- Truthful
- Conference Attendance
- Vendors
- City/County property
- ***Your word is who you are***



Be Prepared

- Take Incremental steps
- Involvement - Life Long Learning
- Character – The way you treat people will effect how others perceive you.
- ***"Success isn't permanent & failure isn't fatal"***
~ ***Mike Ditka***



Quote

- **We Must Do What We Promise.**
Our customers expect us to meet our commitments - they will not excuse us for giving less. Customers must always feel they can rely upon our word.

UPS Policy Book



Closing

- In all my years I have noticed the biggest improvements to delivering public services, making the job easier and getting more done with less is through equipment innovation. People can only do so much work, only lift so much weight, or can only speed up for a short time. Equipment is what pushes production forward, makes a better working life for people and leads to new procedures and processes. So if innovative equipment is the best resource for this, it is where new ideas are implemented. Equipment does not maintain or fix itself. It requires real people to understand, diagnose, take care and repair this equipment. The equipment is the heart and hope of public works and the equipment care takers are the doctors of the mechanical heart of public works.



Questions

Thank you

Sam P. Lamerato, CPFP
Superintendent of Fleet
City of Troy
248 524-3390

lameratosp@troymi.gov

