

PUBLIC WORKS OPERATIONS MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under administrative direction of the Director of Community Services, plans, directs, manages, and oversees the activities and operations of the Public Works Divisions including streets, utilities, water distribution, wastewater collection, and storm drains; ensures all resources within each division are properly allocated and managed; assists the Director in providing long range planning for department programs, projects, and needs; coordinates assigned activities with other departments and outside agencies; and provides administrative support to the Director of Community Services.

IDENTIFYING CHARACTERISTICS

The Public Works Operations Manager is considered a division manager with responsibility for directing the activities of several divisions. Positions at this class are part of the Mid Management Team and provide advice and counsel to the Director regarding the operations and maintenance of the division. The incumbent is responsible for accomplishing the goals and objectives related to assigned program areas.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Under direction of the Director of Community Services, assumes full management responsibility for all Public Works Division services and activities including maintenance of streets, sidewalks, storm drains, water distribution system, and wastewater collection system; oversees the maintenance of traffic signs and pavement markings; supervises the City's water meter repair and maintenance program
2. Participates in development and implementation of each division's goals, objectives, and priorities for each assigned service area; recommends and administers policies and procedures.
3. Establishes, within City policy, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; allocates resources accordingly.
4. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
5. Plans, directs, and coordinates, through subordinate level staff, work plans for each assigned area; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
6. Under the direction of the Director of Community Services, assists in the selection, training, motivation, and evaluations of assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; recommends and implements disciplinary procedures.
7. With the assistance of the Director of Community Services, oversees and participates in the development and administration of Division budgets; recommends the forecast of funds needed

for staffing, equipment, materials, and supplies; approves expenditures and recommends budgetary adjustments as appropriate and necessary.

8. Directs the activities and operations of the City's utilities, streets, and equipment maintenance programs; ensures maintenance activities are completed on time and within budget.
9. Coordinates with the Director of Community Services the development of an annual plan for the maintenance of streets, and utilities distribution and collection systems.
10. Manages the operations and maintenance of the water and wastewater distribution and collection systems; ensures compliance with applicable state, federal, and local laws and regulations.
11. Assists with preparation of long-range planning of system upgrades and maintenance for assigned divisions; coordinates the development of project budgets as necessary.
12. Provides staff assistance to the Director of Community Services; prepares and presents staff reports and other necessary correspondence.
13. Represents the Department to other divisions, elected officials, and outside agencies, including community organizations; develops community resources; coordinates assigned activities with those of other departments and outside agencies and organizations.
14. Explains, justifies, and defends division programs, policies, and activities; negotiates and resolves sensitive and controversial issues.
15. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of public works; incorporates new developments as appropriate.
16. Provides emergency response for Public Works; responds to emergency calls after hours as necessary.
17. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
18. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a comprehensive public works maintenance and operations program including streets, utilities, water distribution, wastewater collection, and storm drain systems.

Principles and practices of program development and administration.

Principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Operations and legal requirements of water and wastewater treatment facilities.
Methods, materials and techniques employed in public works construction.
Principles and practices of public relations.
Pertinent federal, state, and local laws, codes, and regulations.
Types and level of maintenance and repair activities generally performed in a public works field maintenance program.
Operating characteristics of light and heavy equipment.
Modern office procedures, methods, and equipment including computers and supporting software applications.
Principles of business letter writing and report preparation.
Occupational hazards and standard safety precautions.
Geography of the City and the locations of its streets and facilities.

Ability to:

Manage and direct a comprehensive public works program including, utilities, and public works maintenance and operations services and activities.
Develop and administer departmental goals, objectives, and procedures.
Analyze and assess programs, policies, and operational needs and make appropriate adjustments.
Identify and respond to sensitive community and organizational issues, concerns, and needs.
Plan, organize, direct, and coordinate the work of lower level staff.
Delegate authority and responsibility.
Supervise, train, and evaluate staff.
Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
Research, analyze, and evaluate new service delivery methods and techniques.
Assist in preparing and administering large and complex budgets.
Interpret and apply applicable federal, state, and local policies, laws, and regulations.
Make effective public speaking presentations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized or college level course work in construction technology, business or public administration, or a related field. A bachelor's degree is desirable.

Experience:

Five years of increasingly responsible experience in a public works environment, including at least two years in a supervisory or administrative capacity.

License or Certificate:

Possession of or ability to obtain by date of appointment, an appropriate driver's license.
Possession of a DPH Water Distribution D2 certificate. (D3 Desirable)
Possession of a CWEA Grade I Collection System Maintenance Certificate. (Grade II Desirable)

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in an office environment and outdoor field environment with travel to different sites; when visiting construction sites the incumbent may be required to walk on uneven and slippery surfaces, be exposed to all weather conditions, dust and pollen, and mechanical hazards such as construction equipment; incumbents may be required to work extended hours including evenings and weekends and may be required to travel outside City boundaries to attend meetings.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting and in a field environment; to walk, stand, and sit for prolonged periods of time; to climb up or down on ladders, to reach, twist, turn, kneel, bend, stoop, squat, grasp, and make repetitive hand movements; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate assigned equipment and vehicles; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.