

OPERATIONS MANAGER, PUBLIC WORKS

JOB PURPOSE AND SUMMARY

Employees in this classification manage the Roads & Parks Maintenance Division within the Department of Public Works. This position directs personnel in traffic control projects and activities, road, parks, bridge and grounds construction, maintenance and repair; recommends goals and objectives; assists in the development of policies and procedures; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures; prepares annual and long-term budgets and control expenditures of budget funds under the supervision of the Director of Public Works; supervises and makes decisions regarding disciplinary procedures, employee selection, and all other aspects of personnel management; confers with the general public explaining laws and policies in response to requests and complaints; corresponds with public and private agencies; and consults with contractors, utility companies, public agencies and the general public regarding road use and maintenance issues.

CLASSIFICATION DISTINCTIONS

This is senior managerial work, with broad responsibility and considerable latitude for independent judgment to resolve a wide range of technical and managerial problems. The incumbent reports to, represents, and advises the Deputy Director and Director of Public Works. Responsibilities involve management and motivation of roads and maintenance staff through intermediate level managers, as well as overall development and oversight of assigned programs. Positions at this level require thorough knowledge and expertise in the particular division areas.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES:

- Determines division and program missions, short-term and long-term objectives and strategies in consultation with the community, management, and other related agencies.
- Establishes organizational goals and objectives. Establishes organizational structure, assigns staff, budget, and other resources to achieve those goals.
- Develops and implements policies, procedures, practices, job assignments, and staff authority and responsibility. Reviews department-wide processes and develops and implements improvements.
- Hires, trains, and evaluates division staff or oversees activities in these areas. Develops effective employee relations, labor relations, and performance improvement programs.
- Plans and manages the division's financial resources including preparing, presenting, and monitoring program budgets.

- Coordinates involvement in community and citizen activities and programs.
- Develops and maintains effective relationships with affiliated federal, state, and local agencies and business and community organizations.
- Directs all aspects of programs within assigned operations division.
- Performs special departmental administrative and management tasks as assigned by the Department Director, Deputy Director, County Administrator, and/or Board of County Commissioners.
- Performs other duties as assigned.

QUALIFICATIONS:

Education and Experience:

All combinations of education, experience, and training that demonstrate the ability to perform the work will be considered. A typical way of obtaining the knowledge, skills and abilities required for this position include:

- Bachelor's degree in Business, Public Administration, Civil Engineering or a related field.
- Five years of progressively responsible related experience; plus three years of supervisory experience in a unionized environment preferred.
- Fiscal management experience including budget preparation, grant administration, service and intergovernmental contract negotiation and administration, expenditure control and record keeping highly desirable.
- Required certifications and/or licenses in specialized field desired.
- A valid motor vehicle operator's license is required.

Knowledge of: the principles and practices of public sector organization and program operations; project management, including planning, scheduling, monitoring, and problem solving; principles and practices of management and supervision, including planning, staffing, training, coaching, directing, coordinating, and evaluating; methods and procedures of budget development, justification, and control; application and interpretation of County, state and federal laws and regulation relevant to the program area; departmental policies and procedures, trends and practices within the specialized area.

Ability to: effectively plan, assign, direct, and evaluate the work subordinates, including delegating responsibility and authority; carry out policy directives of the governing authority in an effective and timely manner; establish and maintain effective working relationships with the public, other governmental jurisdictions, contractors, and other County staff; communicate and express ideas effectively - orally and in writing.

WORK ENVIRONMENT & PHYSICAL DEMANDS:

Typically works in an office setting but duties may involve fieldwork under adverse or challenging physical conditions. Work involves management of multiple priorities and can involve face-to-face interactions in stressful or sensitive situations. Employees may be required to perform on-call duties including nights, weekends and holidays.

Essential tasks include use of the telephone and personal computer, writing, driving a county or personal vehicle and traveling to conferences, meetings and seminars.

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