



OPERATIONS MANAGER

Part-time Hourly, Temporary

Non-Exempt

\$33.61 - \$41.26 per hour

DEFINITION:

Under direction of the Public Works Director, exercises direct supervision over public works maintenance and operations personnel; plans, organizes, manages and directs the daily operations of the public works department crews; develops, prioritizes, implements and administers repair procedures, regular maintenance schedules and capital improvement projects and budgets.

SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Public Works Director. Exercises general supervision over assigned projects.

CLASS CHARACTERISTICS:

In addition to assisting the Public Works Director in varied administrative and programmatic areas, including long range planning and policy development, fiscal management and general administration, this mid-management classification has responsibility for management of the field operation and maintenance divisions of the Public Works Department and their activities including, but not limited to: water production and distribution, wastewater and stormwater collection, treatment and disposal, plants and facilities, streets, traffic signal, markings and signage and fleet maintenance. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees the day-to-day activities and is responsible for providing the professional-level support to the Public Works Director. Successful performance of the work requires an extensive background as well as skill in coordinating departmental work. This class is distinguished from the Public Works Director in that the latter has overall responsibility for all functions of the Department and for developing, implementing, and interpreting department policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists in developing and implementing policies, City standards, methods, and procedures.
- Assists in developing, administering, and monitoring operating and capital budgets; prepares and maintains records and reports; writes letters; prepares cost estimates.
- Inspects motorized and mechanical equipment, facilities and sites to identify repair, maintenance and capital improvement project needs.
- Works with the Public Works Director in prioritizing and preparing recommendations for repair procedures, maintenance programs and capital improvement projects.

- Diagnoses issues and determines the extent of necessary repairs, maintenance and capital improvement projects.
- Prioritizes, organizes, plans, and schedules activities within the public works department.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assess and monitors work load, administrative and support systems, and internal reporting relationships, identifies opportunities for improvement and reviews with the Public Works Director, direct the implementation of improvements.
- Supervises, trains, motivates and evaluates all public works maintenance workers and equipment mechanics, establishes performance goals and conducts performance evaluations, provides or coordinates staff training, works with employees to correct deficiencies, responds to staff questions and concerns.
- Develops and administers occupational hazard program and employee safety training programs to ensure the use of safe working methods, techniques and procedures and enforces safety regulations
- Determines equipment, materials and staffing needs for assigned duties.
- Sets performance goals and production standards for repairs, maintenance programs and capital improvement projects.
- Evaluates service and equipment needs with available service vendors/products; reviews bid specifications; monitors contractor/equipment performance; inspects work in progress to ensure compliance with City standards.
- Orders parts and maintains stock at the predetermined levels.
- Receives, assigns, and may personally perform, daily service and repair orders.
- Operates motor vehicles and equipment in the performance of assigned duties.
- May perform special projects based on prioritization and request of the Public Works Director.
- May respond to emergency and after hours calls.
- Receives and investigates customer citizen complaints and requests; determines and ensures appropriate disposition; monitors work completed in response to concerns forwarded by the Director of Public Works, investigates and reports on matters related to claims made against the City; directs and monitors regulatory compliance and reporting for field service operation.
- May in the Public Works Director's absence, in coordination with the City Administrator, prepare staff reports, attend City Council meetings, and prepare a variety of written correspondence, reports, policies, procedures, ordinances, requests for proposal, agreements, and other written materials.
- If designated by the Director of Public Works, represents City at, and may serve on, various boards and/or committees; may be assigned additional professional and/or managerial duties and responsibilities as necessary.
- Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Long and short-term planning for repairs, maintenance and capital projects for public works systems and facilities.
- Budget development and administration and purchasing procedures.
- Principles of project management and supervision.
- Principles of personnel management, supervision, training and evaluation.
- Safety practices, personal protective equipment, and devices used in public works activities.
- Materials, records, equipment and current practices used in the maintenance, repair and improvement of water and sewer systems, streets, traffic safety systems, vehicles and equipment, and related facilities sites and structures.
- Relevant federal, state and local laws, regulations and policies.
- Evaluating proposed projects, or alternative solutions to repairs, maintenance or construction issues.
- Preparation and review of plans and specifications, including analysis of labor and materials costs.

- Establish and maintain effective work relationships with those contacted in the performance of required duties.
- Interface effectively with other departments, the public and other agencies.
- Public contact and community relations.
- Maintain and prepare detailed reports.

Skill in:

- Short and long-term planning for public works systems and facilities.
- Prioritizing, planning, organizing, assigning, directing, reviewing and evaluating public works activities and the work of assigned staff.
- Project Management.
- Public relations.

Ability to:

- Prioritize, develop, plan, budget, implement and manage a variety of complex public works activities, maintenance programs and projects.
- Organize own work, coordinate projects, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Inspect public works activities and projects for compliance to standards and safety requirements.
- Make work assignments and evaluate equipment, material and staffing needs.
- Select, motivate, direct, evaluate, train, and supervise assigned personnel and their work.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Operate a vehicle observing legal and appropriate driving practices.
- Communicate effectively in written and oral form.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Develop and maintain effective working relationships.
- Operate and learn computer applications.
- Function effectively in emergency situations.

Education and Experience:

A combination of education, experience, and training which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Typical education would include graduation from an accredited two-year college or university with major coursework in mechanics, public works maintenance, personnel management, or a closely related field and typical experience would be five (5) years of direct experience in a municipality or other public agency in public works or maintenance, including two (2) years supervisory with planning and budgeting responsibilities. Or an equivalent combination of education and experience.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Class C and Class B California's driver's license.

PHYSICAL DEMANDS

Requires the mobility to work in an office and field environment. Requires the ability to sit at desk for long periods of time and intermittently walk, stand, climb, balance, stoop, kneel, crouch, crawl and reach while performing office duties and/or field work; lift, move, push and pull materials up to 25 pounds frequently and up to 100 pounds occasionally; work in an outdoor environment resulting in exposure to the weather and requiring the ability to perform heavy labor in a variety of conditions; use hands to touch, handle, feel or operate objects, tools and controls. Must be able to maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

ENVIRONMENTAL ELEMENTS:

Work is performed in an office and field environment. Incumbent drives on surface streets, traverses uneven terrain on foot, and may be exposed to traffic and construction hazards, fire hazards, electrical currents, air contaminants, adverse weather conditions, temperature and noise extremes, wetness, humidity, heights, confined spaces, fumes, dusts, odors, toxic or caustic chemicals, vibration. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.