

Job Description

Public Works Operations Manager

Summary & Scope of Responsibilities: This high-level management position will oversee and manage the day-to-day operations of the Public Works Department. Work is performed under direction with considerable latitude. Plan, organize, direct, and coordinate the Town's Public Works and Utilities operations. Position manages all public work crews through subordinate supervisors. Position requires an extensive depth of expertise and knowledge in Public Works that can be used to develop efficient and innovative ways to operate.

Reporting Relationships:

- Reports directly to the Town Manager

Essential Tasks & Responsibilities:

- Provides management and supervision of various operational sections within the Public Works and Utilities Departments
- Schedules and prioritizes day to day operational work assignments; manages the day to day operations, planning, organizing, and directing work crews
- Supervises staff, including assigning tasks and projects, reviewing work and assisting staff with prioritization and completion of assignments
- Receives, investigates and responds to the more complex inquires and complaints; resolves technical and operational problems
- Evaluates operational processes for effectiveness and efficiency, prepares reports, and makes recommendations for improvement as needed
- Directs the development and implementation of Public Works Department goals, objectives, policies and priorities for each assigned service area
- Develops and implements a preventative maintenance plan for Town vehicles, equipment, and buildings
- Evaluates relative value of in-house vs. contracted services; develops and administers contracts for materials and services
- Coordinates with the Public Works Director and within Town policy and budget constraints, appropriate service and staffing levels; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; meets with the Town Manager and department heads to identify and resolve issues
- Maintains effective record keeping systems; prepares reports and correspondence
- Provides comprehensive administrative reviews of work activities, costs, staffing requirements, equipment uses, and time requirements
- Provides technical support to the Town Manager and Public Works Director on a wide variety of operational problems

Other Responsibilities & Tasks:

- Produce a WAR (weekly activity report) that encompasses current and future operations significant enough to warrant council and town manager purview.
- Provide staff assistance to the Town Manager; compile and present sub-departmental staff reports; compile reports to regulatory agencies and other correspondence as necessary
- Provide staff support to assigned boards as required.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public works administration and services
- May be required to work additional hours outside of a traditional work week as necessary. Additional institutional knowledge sharing with the operations manager will be required initially.

Knowledge, Competencies & Technical Skills:

- Advanced knowledge of Public Works operations, programs, and methods
- Knowledge of work order processes and applicable information technology systems
- Knowledge of occupational safety and health standards
- Knowledge of materials, equipment, practices and procedures related to streets, water and sewer services, building and equipment maintenance
- An understanding of laws, regulations and standards applicable to the above functions
- Basic engineering principles related to public works maintenance, construction and operation functions
- Familiarity with budget and expenditure control
- Advanced skill in Microsoft Office products (Word, Outlook, PowerPoint, and Excel) and government financial programs
- Skill in providing good customer service
- Ability to multi-task, assign, and prioritize assignments within the department
- Ability to analyze and define problems, identify alternative solutions, estimate consequences of proposed actions, and implement recommendations in support of goals
- Ability to delegate, manage, and supervise effectively
- Ability to use critical thinking skills to arrive at solutions and suggest improvements to processes
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work

Expected hours & Travel: Salaried and executive level position that is expected to work as many hours as required (workload driving hours spent i.e. performance driven). Minimal travel however, occasional travel to conferences and/or grant initiatives under the new council will increase travel efforts but should remain within normal tolerance limits (2-3 weeks per year).

Required Education & Experience:

- Any combination of training and experience in Public Works which would provide the required knowledge and abilities
- 4 -10 years of increasingly responsible experience in Public Works maintenance, construction and operations activities; including at least 2 years in a supervisory or management capacity
- Must be able to enroll in a public works academic curriculum to obtain a 4-year Public Works degree

Chain of Command: The Public Works Operations Manager works directly under and reports to the Town Manager while coordinating with the Public Works director on work order execution.

AAP/EEO Statement: This position description provides a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of this position.

The Town follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The Town will not discriminate on the basis of disability in its hiring and employment practices and will make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the Town's business. Persons with disabilities are encouraged to contact the Director of Human Resources (at 315 Douglas Ave. Colonial Beach, VA, 22443) when accommodations and job modifications may be necessary.

Non-Discrimination in Employment

The Town does not discriminate in employment on the basis of race, color, religion, sex, pregnancy, national origin, political affiliation, marital status, disability, genetic information, age, parental status, military service, or other non-merit factors.

Duties and Responsibilities may change: This position description is subject to change at any time as the needs of the Town change. Nothing set forth herein restricts the Town's right to assign or reassign duties and responsibilities to this position at any time with or without notice.

Employee Acknowledgement of Receipt of Position Description

Employee Acknowledgement & Signature:

Date: