

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Operations Manager

Department: Public Works

Division: Utilities and Parks

Range Number: 48-NR

FLSA Status: Exempt

Supervisory

Non-Represented

Date: April 2022

GENERAL STATEMENT

Plan, direct and coordinate the overall activities for assigned Public Works Department divisions. Work closely with other departments as well as special districts and/or other public and private agencies regarding public works projects. Coordinate work with contractors relative to public works projects. Serves as a member of the department management team.

SUPERVISION RECEIVED

Receives general guidance and direction from the Public Works Director.

SUPERVISION EXERCISED

Supervises the Public Work Supervisors of the Utilities and Parks divisions of the Public Works Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans, organizes, coordinates, supervises and evaluates programs, plans, services, staffing, equipment and infrastructure of the Utilities and Parks divisions of the Public Works Department.

Supervises non-represented staff. Supervisory responsibilities encompass training, assigning and reviewing work, evaluating performance, counseling, resolving grievances, effectively, recommending various personnel actions and administering disciplinary actions.

Manages the water/sewer SCADA, maintenance management system software installations and assists the City's Information Technology Manager in the computer network administration for the Public Works Department.

Evaluates divisional needs and formulates short and long range plans to meet needs in all areas of responsibility, including, street, water, wastewater, drainage, fleet, parks and facility maintenance.

Plans, schedules, implements and inspects construction, maintenance, and operation activities designed to provide quality, street, water, wastewater, drainage, fleet, parks, facility, and other infrastructure services for the City.

Coordinates maintenance activities of the City's infrastructure and utilities with other public and private service providers such as various city, county, state, parks communications, power, and transportation districts or agencies; performs site inspections as needed.

Determines work procedures, prepares work schedules, and expedites workflow. Issues written and oral instructions.

Supervises the control and use of, and assumes responsibility for all materials, supplies and equipment used in the maintenance, construction and repair of City streets, water distribution, wastewater collection, storm drainage, fleet, parks, facilities and other Department systems.

Prepares, recommends and monitors divisional budgets. Requisitions all needed supplies and materials needed for effective division operations.

Advises the Public Works Director, and other City officials in matters relating to division activities; provides information to various civic, school and public groups and individuals regarding street, traffic and drainage problems and services.

Coordinates the reviews and updates the sanitary wastewater, water, storm drainage, and street system maps, GIS, as-built plan and video inspection data bases, and coordinates the daily use of the asset management software programs.

Responds to public or other inquiries and complaints relative to divisional policies and procedures.

Oversees the safety of assigned staff by instructing individuals in proper safety procedures and monitoring work in progress; utilizes task appropriate personal protective equipment.

Assigns duties and examines work for exactness, neatness, and conformance to policies and procedures. Maintains a variety of records relating to personnel, equipment, supplies, consumption and reports.

PERIPHERAL DUTIES AND RESPONSIBILITIES

Serves on various internal committees and subcommittees.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

Education and Experience:

Graduation from high school education or GED equivalent, supplemented by two years of post-secondary education in Engineering, Construction, Business or Public Administration, or a related field.

Eight (8) years of experience, two (2) years of which were supervisory in nature and included budgeting experience related to the construction, repair and maintenance of municipal infrastructure, specifically: water distribution, wastewater collection, street, storm drainage systems, fleet, parks, facilities and grounds maintenance as well as the operation of maintenance equipment used in the division.

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job may be considered.

Operations Manager
Position Description

Special Requirements:

Possession of, or the ability to obtain a valid state driver's license with a clean driving record by time of hire. The ability to obtain a Class A or Class B CDL with a tanker endorsement is preferred.

Completion of Public Agency Work Zone Traffic Control training and receipt of a Flagger Certification card.

Certification as Water Distribution System Operator 2 and/or Wastewater Collections System Operator 2 or ability to obtain such certifications within two (2) years of hire date.

Must successfully pass a criminal history background check and the record must be clear of any criminal convictions for crimes which would preclude the individual from performing the essential job duties and responsibilities.

Must be able to pass the department's security clearance standards for unescorted access to certain City facilities.

Knowledge, Skills & Abilities:

- Thorough knowledge of equipment, facilities, materials, methods and procedures used in the construction, operation, and maintenance of public works infrastructure related to street, water, wastewater, storm drainage, fleet, parks, facility and their associated systems.
- Thorough knowledge of City, State and Federal laws pertaining to the area of responsibility.
- Considerable knowledge of fiscal management, including departmental budget preparation, expenditure control and recordkeeping.
- Considerable knowledge of management and supervisory practices and principles.
- Working knowledge of the operations of the subordinate functions of public works maintenance.
- Working knowledge of current and proposed legislation and laws of the local, state, and federal governments that affect public works programs.
- Skill to effectively supervise and motivate departmental staff to meet the City mission and department goals.
- Excellent written and oral communication skills.
- Skill in the operation and maintenance of various equipment used in infrastructure maintenance and repair.
- Skilled in computer operation namely proficiency with word processing; spreadsheets, databases, electronic communications, and other Microsoft and/or CAD applications.
- Ability to analyze and evaluate division operations and to develop goals and manage long range planning for the division.
- Ability to organize and supervise the activities of crews performing maintenance work.

- Ability to develop and oversee a departmental budget.
- Ability to manage multiple projects often within tight timeframes.
- Ability to determine priorities and make critical decisions.
- Ability to work with various interest groups; define, evaluate, recommend and implement alternative solutions to complex problems.
- Ability to provide public testimony, give effective presentations, and facilitate meetings.
- Ability to conduct necessary research and compile comprehensive reports.
- Ability to work as a team member and to cultivate a team climate, manage and evaluate the work of division staff.
- Ability to establish and maintain positive and cooperative effective working relationships with staff, public officials, outside agencies and the general public.
- Ability to represent the City in regional activities related to Public Works.
- Ability to work safely and to wear personal protective equipment applicable to intended field tasks and to safely operate City vehicles and equipment.

TOOLS AND EQUIPMENT USED

Motorized vehicles and equipment, including dump truck, pickup truck, utility truck, street sweeper, jetter/inductor truck, video inspection systems, street roller, backhoe, man lift, tamper, plate compactor, saws, pumps, aeroil propane kettle, compressors, sanders, generators, trencher, detection devices, common hand and power tools, shovels, wrenches.

Personal protective equipment.

Personal computer and standard office equipment and communication devices.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to drive, stand, talk or hear. The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, crouch, or crawl; and smell.

The employee must frequently lift and/or move up to twenty-five (25) pounds and occasionally lift and/or move up to fifty (50) pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions and vibration.

The employee occasionally works in inclement weather, in high, precarious places and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock.

Employee is required to wear task appropriate personal protective equipment.

The noise level in the work environment is usually loud in field settings, and moderately quiet in office settings.

Classification History: Created 06/12/2019

Revised: 07/01/20, 4/2022