

## CITY OF BIG BEAR LAKE

### PUBLIC WORKS OPERATIONS MANAGER

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general direction of the Director of Public Works/City Engineer, plans, manages, supervises and coordinates the maintenance operations of multiple programs, including, but not limited to, snow removal, construction, repair, maintenance, and operations work in streets, parks, equipment, storm drains, wastewater collection systems, and public facilities; coordinates and administers maintenance service contracts and general construction contracts in assigned Public Works functions; ensures safe work practices, work quality, and accuracy; coordinates assignment activities with other City departments and outside agencies; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Public Works Operations Manager** is a Mid-Management level class responsible for planning and organizing the day-to-day work activities of operations staff engaged in construction, repair, and maintenance work. The incumbent provides highly responsible and complex administrative support to the Director of Public Works/City Engineer. This classification is distinguished from the next higher classification of Director of Public Works/City Engineer or designee in that the latter is responsible for the overall management of the Public Works Department and serves as City Engineer.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Director of Public Works/City Engineer or designee. Exercises direct and indirect supervision over assigned staff.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, schedules, organizes and manages the work activities of operations staff responsible for the construction, maintenance, repair, and/or operation of streets, parks, storm drains, and wastewater collection systems, City facilities and Village areas; coordinates the work of the Department with other City departments, outside agencies, community groups, and the public.
- Supervises the maintenance and operation of the City's wastewater collection system and related lines, pumps and lift stations; directs the inspections of construction and maintenance on the system to ensure compliance with regulatory requirements.
- Directs and participates in the development and implementation of goals, objectives, policies and procedures.
- Assists the Director with the preparation of the budget for the Department; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

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- Researches and recommends programs, projects, and work assignments to the Director; monitors work activities to ensure safe work practices, work quality, and accuracy; develops and maintains short and long-range maintenance schedules for assigned areas; ensures compliance with applicable rules, policies, and procedures.
- Establishes performance goals for subordinate staffing; participates in the selection of personnel; assumes responsibility for motivating and evaluating assigned personnel; writes performance evaluations for field and other assigned staff; provides necessary training; initiates disciplinary procedures as appropriate.
- Evaluates new development in equipment technology; oversees integration, implementation and training for new equipment; reviews performance data; evaluates and resolves potential and reported problems.
- Oversees the repair and maintenance of the City's fleet, heavy equipment and related power equipment; coordinates the purchase and replacement of equipment as needed; makes recommendations for the purchase of new equipment, and assists in the preparation of equipment specifications.
- Develops schedules and methods for performing assigned duties; maintains appropriate work records and documents, which may include time sheets, work orders, and inventories; plans, assigns, and directs field construction and maintenance projects.
- Oversees assigned contract services, maintenance, and construction activities; administers provisions and specifications of contracts; prepares technical and/or analytical reports on operations as necessary; reviews and monitors all purchase orders; monitors and controls supplies and equipment.
- Plans, schedules and oversees snow removal activities; responds to emergency winter incidents.
- Serves as a resource for department personnel, City staff, other organizations and the public; coordinates pertinent information, resources, and work teams necessary to support a positive and productive environment.
- Establishes and maintains a customer service orientation within the Department.
- Receives and investigates citizen complaints and requests; determines and ensures appropriate disposition; monitors work completed in response to concerns forwarded by the Director; investigates and reports on matters related to claims made against the City; directs and monitors regulatory compliance for field operations.
- Establishes positive working relationships with representatives of community organizations, state/local agencies, City management and staff, and the public.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking on slippery surfaces, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The nature of the work may require the incumbent to work outdoors in all weather conditions, including wet, snow, hot, and cold, and lift equipment and materials weighing in excess of 50 pounds, and occasionally requires working in

heavy traffic conditions. The incumbent may be required to work nights and weekends, respond first to after hours emergency call-outs.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Public Works Operations Manager**. A typical way of obtaining the required qualifications is to possess the equivalent of seven years of increasingly responsible experience in public works maintenance, construction, and/or contract administration, including three years of supervisory experience, and a high school diploma or equivalent. Possession of an associate's degree or higher from an accredited college or university in public administration, civil engineering or a closely related field is preferred.

**Special Requirements:**

QSP (Qualified SWPPP Practitioner) and QSD (Qualified SWPPP Developer) State approved training and certificates required within one year of appointment.

California Office of Emergency Services (OES) "Emergency Response" and "Hazmat First Responder" certifications required within one year of appointment.

**License/Certificate:**

Possession of a valid Class "A" California driver's license and a satisfactory driving record.

Grade 1 Wastewater Collection System certification from California Water Environment Association (CWEA), or ability to obtain such certification within one year of appointment required.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Operational characteristics, services, and activities of a public works operation and maintenance program. Principles and practices of administration, including goal setting, policy and procedure development and implementation; contract negotiation and administration; principles and practices of program and budget development, administration, and evaluation; methods and techniques of management, supervision, training, motivation and employee discipline; occupational safety hazards and safe work practices; basic principles of mathematics; applicable federal, state, and local laws, codes, and regulations, including those specific to wastewater and storm water collection systems; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:**

Plan, organize and direct the operations and activities of a variety of Public Works maintenance units; provide comprehensive administrative review of work activities, costs, staffing requirements, equipment uses, and time requirements; analyze work activities and operational problems; read and understand plans and specifications; develop and administer a budget; manage and participate in the establishment of division and/or department goals, objectives, and methods for evaluating achievement and performance levels; research, analyze and evaluate new service delivery methods and techniques; negotiate and oversee contracts; coordinate and conduct training programs for staff; respond to issues and concerns from the community; plan, organize, train, evaluate, and direct work of assigned staff; interpret, explain, and apply applicable laws, codes, and regulations; organize, prioritize, and follow-up on work assignments; analyze a complex issue and develop and implement an appropriate response; ensure adherence to established safety rules, regulations and guidelines; prepare clear, concise, and comprehensive administrative and technical reports; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships; respond and perform assigned duties in the event of a City-declared emergency.

**Skill to:**

Operate an office computer and a variety of word processing and software applications; safely and effectively operate a variety of equipment, tools and vehicles used in construction, maintenance and repair activities.

Approval Date: August 22, 2011