

PUBLIC SERVICES OPERATIONS MANAGER

General Statement of Duties

Performs supervisory and administrative work to oversee budgeting, performance management and customer service for the Public Services Department.

Distinguishing Features of the Class

An employee in this class has primary responsibilities for planning, organizing and supervising personnel engaged in a variety of work associated with customer services, budget and performance management, and operational support to the four divisions of Public Services. Initiative and independent judgment are required in performing the duties of this position and assigning tasks to Operations staff. Work is performed under the general supervision of the Public Services Director and is checked for compliance with instructions, conformance to established standards, productivity of the unit, and general community acceptance.

Illustrative Examples of Work

Plans and organizes departmental budgets, reports, and customer service.

Plans, assigns, directs, and inspects the work of division employees including work related to GIS, personnel, and departmental research and reports.

Performs budget analysis, prepares budget amendments and the department budget close- out book.

Manages contracts, including uniform services and GIS vendors.

Acts as department liaison for Town development reviews.

Responsible for coordination of services between the Operations Division and other divisions of Public Services.

Tasked with responding to resident needs and complaints that go beyond a basic level.

Provides presentations to groups and schools as well as participation in organizations like the APWA and Northwest Piedmont Safety Partnership.

Knowledge, Skills, and Abilities

Thorough knowledge of management and supervision.

Thorough knowledge of Microsoft Office software.

Thorough knowledge of the principles and methods of budgeting and contract management.

Working knowledge of Geographic Information Systems concepts and ArcView GIS software.

Work requires critical thinking skills and attention to detail needed for essential department reports.

Ability to direct, train, supervise and evaluate subordinate personnel.

Ability to read maps and drawings.

Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

Ability to maintain effective working relationships with supervisors, peers, subordinates and citizens.

Physical Requirements

Must be able to physically perform the basic life operational support functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, walking, pushing, pulling, fingering, grasping, feeling, talking and hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to prepare and analyze data and figures, perform accounting tasks, operate a computer terminal, read extensively, and make visual inspections of small defects or parts.

Desirable Education and Experience

Bachelor's degree in Business/Public Administration, Civil Engineering or Geography or equivalent combination of education and experience.

Special Requirements

None

Fair Labor Standards Act (FLSA) Status

Exempt

2017