PUBLIC SERVICES DIRECTOR

General Statement of Duties

Individually performs difficult professional, technical, and administrative work related to the planning, organizing, controlling and leading of a variety of public service activities including: street construction and maintenance, drainage construction and maintenance, solid waste management, including residential and recycling services; fleet and equipment maintenance, facilities maintenance and janitorial services.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the work of subordinate leaders engaged in a wide variety of public services activities. This employee provides professional, technical and business operations advice and assistance to the Town Manager and to elected officials, as requested. This employee is routinely required to explain operational decisions to the public in the form of presentations, speeches etc. Work is performed independently, but in coordination with other local, state and federal officials. This employee reports to and is supervised by the Town Manager.

Duties and Responsibilities

Essential Duties and Tasks

Report to and advise Town Manager and officials on public services activities and projects.

Manage and plan the activities of all divisions and other critical functions; ensure coordination of activities with other departments.

Develop and monitor the departmental budget, budget amendments, expenditures, grants, municipal agreements, bonds and all other forms of financial surety. Make adjustments, as needed, to ensure the department stays within its authorized funding.

Create and implement strategies and tactics for obtaining the organizational mission and its short and long-range goals.

Identify, plan and respond to internal and external organizational threats, such as economic trends, customer needs, legal and political issues, etc.

Develop and monitor performance indicators; use data to improve efficiency and effectiveness of departmental operations.

Develop long range master plans for the use of facilities and resources.

Develop and maintain a Five-Year Capital Improvement Plan

Develop departmental human resource policies and plans that will assist in achieving organizational goals through effective hiring, training, mentoring and disciplining.

Perform other duties as required.

Knowledge, Skills, and Abilities

Thorough knowledge of the principles and practices of public services activities to include, solid waste operations, street maintenance operations, fleet and facilities maintenance operations and GIS/mapping services.

Thorough knowledge of city policies, state and federal regulations and laws relating to supervised functions.

Thorough knowledge of government budgeting, bidding and purchasing practices.

Thorough knowledge of related business practices.

General knowledge of the equipment and materials used in the construction and maintenance of streets.

General knowledge of the equipment and materials used in the maintenance of municipal equipment, vehicles and buildings.

Ability to effectively supervise, motivate and mentor subordinate leaders.

Ability to prepare and effectively present complex and detailed presentations, records and reports.

Ability to plan, organize and direct the work of a several work units and business functions.

Ability to maintain effective working relationships with Town officials, other public officials, employees, contractors and the general public.

Physical Requirements

Individual must be able to perform the physical life functions of climbing, walking, talking, hearing, and repetitive motions.

Individual must be able to perform sedentary work exerting up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly.

Individual must possess visual acuity to produce and review written reports and records including mathematical calculations, analyzing data, and to understand specifications, maps, schematic drawings and plans.

Desirable Education and Experience

A Bachelor's degree in Public Administration, Business Administration or similar field with supervisory, budgeting and project management experience; or an equivalent combination of education and experience.

Special Requirements

Valid North Carolina driver's license, Class C.

Fair Labor Standards Act (FLSA) Status

Exempt

2025