

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Public Works Operations Manager – Streets, Water and Facilities*
Department: *Public Works*
Reports to: *Director of Public Works*
Status: *Exempt /Non-union*

Job Summary:

The Operations Manager plans, organizes, directs and/or performs the organization, staffing, budgeting, control, planning, operations, construction and repair activities of the Streets, Water, and Facilities Divisions of the Public Works Department. Supervise the effective and efficient use of assigned personnel, funds, materials, facilities, equipment and time to assure the safe condition, customer-focused services, and effective operation of assigned Divisions, equipment and assigned City vehicles. Serves on the department management team and backs up the Director of Public Works as directed.

Essential Job Functions:

1. Direct and supervise construction, maintenance, repair and operation of activities and services of the Streets, Water, Facilities, and/or other Divisions of the Public Works Department.
2. Provide input and recommendations for Division budgets; reviews monthly expenditures and makes recommendations for changes to comply with City policies.
3. Supervise, through delegation to supervisors and/or staff, assigned Division employees. As authorized, recommend personnel actions including hiring, training, discipline, promotion and staffing.
4. Provide continuous information and training for conducting work according to sound safety standards, policies and practices; assure participation of assigned employees in daily, weekly and ongoing tailgate meetings and workshops.
5. Develop and implement, with the Director, operating and customer service policies and procedures for assigned divisions. As authorized, administer and recommend decisions on service contracts and capital equipment purchases, both major and minor, including types of apparatus and equipment to be used within budgetary limitations.
6. Respond to public inquiries, receive, evaluate and resolve complaints pertaining to customer service, staff and/or operations.
7. Assist with preparation of applications and supporting data for Federal or State funded programs, and in administration and compliance of Federal and State laws.
8. Represent City and act on City's behalf with local, State and Federal agencies, and public organizations, citizens, media, boards or commissions, as authorized and required. Assist on privatization and other major project proposals and planning activities.
9. Develop, implement and control approved long and short-range goals and objectives for assigned Divisions.
10. Research and compile data for specific utility operating and capital financing; make recommendations for alternative proposals and upon approval, implement such programs.
11. Provide oversight and review for contracts or specialized services related to assigned Divisions.
12. Attend City Council meetings as necessary; act as technical and management advisor for assigned Divisions; present written or oral reports and recommendations; represent the City and act on the City's behalf as authorized.
13. Assist Director with preparation and/or presentation of agenda bills for the City Council.
14. Provide technical assistance to Development Services as needed; supervise completion of minor construction projects by in-house staff; review and comment on a wide variety of reports issued by other departments.
15. Establish and maintain cooperative and effective working relationships with City officials, other managers and supervisors, employees, vendors, intergovernmental agencies, other City departments and the general public, and respond in a courteous and helpful manner to resolve problems in stressful situations.

Associated Job Functions:

1. Attend various continuing education meetings, seminars, and conferences.
2. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge of modern methods and techniques as applied to construction, maintenance and repair of streets, traffic systems, water systems, and other areas as necessary.

- Knowledge of applicable law, court decisions and modern management principles and techniques.
- Knowledge of strategic planning and customer-focused management practices, as well as skills and abilities to guide and evaluate delivery of premier customer services.
- Knowledge of City, County, State and Federal regulations governing assigned public works divisions.
- Knowledge of applicable OSHA/WISHA safety regulations and standards, and the ability to implement, train or ensure training of staff in the safe and effective operation of equipment and facilities.
- Knowledge of organizational, fiscal, personnel and supervisory practices and principles.
- Written and oral communication skills and ability to communicate effectively with a variety of audiences.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Strong customer service skills to communicate effectively with the public in a courteous and helpful manner.
- Ability to plan, implement and evaluate a wide variety of Public Works programs.
- Ability to determine and recommend enhanced policies, procedures and service delivery.
- Ability to hire, train, supervise and evaluate department employees in a manner conducive to efficient and effective performance and high morale.
- Ability to utilize standard office equipment including personal computer, associated City and department software and Internet resources.

Working Environment and Physical Demands:

Work is normally performed in an office environment and outdoor field locations in all types of weather conditions. Work requires normal hearing and visual acuity, manual dexterity and physical ability to perform field visits and inspections that may be wet, slippery or on uneven terrain, as well as customer and community relations. Work may be performed in confined spaces, elevated areas using fall restraints, and requires ability to wear and work with respirators and other safety equipment; and may involve exposure to hazardous chemicals or bloodborne pathogens. Attendance at evening meetings is sometimes required, with occasional travel required to other locations and out-of-town meetings and conferences. Weekend and after-hours work is sometimes required, as well as after-hours response and emergencies.

Experience and Training Requirements:

- College, vocational, or community college, military service or equivalent, and continuing education.
- Eight (8) years of increasingly responsible public works experience in supervisory and management positions, *and*
- Working knowledge of public works functions such as streets, water, and facilities regulatory, permitting, planning, and technology.
- Must have and maintain Water Distribution Manager III, Water Distribution Specialist and Cross Connection Control Specialist certifications.
- Ability to obtain and maintain appropriate licensures and certifications for successful operation and management of division functions.
- Must pass a Criminal Background and Drivers Abstract check prior to hire.
- Valid Washington State Driver's License and a good driving record.

A combination of education, training and experience that provides the required knowledge, skills and abilities to perform the essential job functions may be considered.

Established: Hulbert 95
Revised: NWM/HR 7/04, HR 10/12, HR 8/14

FLSA: Exempt
Salary Range: --

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.