

CITY OF PORT ORCHARD

JOB DESCRIPTION

Job Title	Operations Manager	FLSA	Exempt
Department	Public Works Department	Civil Service	Exempt
Reports To	Public Works Director/City Engineer	Union	Non-union
Revisions	May 2019	Work hours	Full-time

Major Function and Purpose

Position is responsible for planning and scheduling work for the City's maintenance programs and supervising the Public Works Department personnel and equipment utilized in public works. This position provides operational and maintenance support of City streets, water, parks, facilities, sanitary sewer and storm water programs, and works closely with public safety and other City departments whose programs utilize the Public Works Department's resources.

General Function

The Operations Manager assigns work through the Foreman, leads and/or directly to employees. He/she directs and coaches the all assigned employees to develop competence, expertise, accountability and productivity, conducts performance reviews, makes effective decisions or recommendations on hiring, transfers, promotions, grievances and discipline, is responsible for developing Public Works operations service standards, evaluating customer services and resolving internal and external disputes.

The Operations Manager plans and schedules work activities that may impact other City departments, other agencies, the business community or neighborhoods and is responsible for effectively communicating and coordinating work activities to minimize impacts. He/she manages regulatory permits and professional services and construction contracts as assigned by the Public Works Director. This position supervises the ongoing maintenance and appearance of City properties and infrastructure to ensure that they are attractive, clean, safe, and suitable for use by the public.

Work is performed with considerable independence. Work is evaluated for both quality and timeliness of completed projects through reports, observations and results obtained. The position will also participate/coordinate with the Mayor and Council Committees as needed and will work with the Public Work Director/City Engineer on the management of long range and immediate Public Works operational goals, scope, budget and final product.

Supervision Responsibilities

The position supervises multiple positions. See organizational chart.

Job Duties and Responsibilities

This job description reflects 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 working in other function areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the work load. Specific duties and responsibilities include, but are not limited to:

- Plans, organizes, coordinates and oversees through subordinate staff a variety of facility and field operations, including streets, water and sanitary sewer system operations, maintenance, and improvements.
- Working with the foreman and lead workers, supervises, organizes, and assigns the work and insures production goals are met.
- Ensures the training and monitoring of staff regarding procedures of work, safety, supply and equipment requirements, operational policies and priorities of work; assists the Public Works Director/City Engineer in establishing staff training needs and objectives.
- Develop, administer and implement an effective Public Works Department safety program.
- Prepares and completes the annual personnel evaluation process for each employee reporting to the position.
- Ensures the responsible care and use of assigned equipment utilized by assigned personnel; inspects work to assure compliance with City standards and codes as well as applicable health, safety and environmental regulations.
- Communicate and coordinate with the Public Works Director, engineering, permit center, and utility managers to ensure timely completion of projects, work priorities, and in-field activities when needed.
- Confer with consultants, contract engineers and other individuals regarding facility planning and design, work force efficiency and operational effectiveness, and public information programs.
- Supervises the planning and coordination of the preventative maintenance programs and routine Public Works activities, including general maintenance of sanitary sewers, storm sewers, streets and water distribution systems.
- Develops budget proposals for staff training, operations, maintenance, field facilities and infrastructure; recommends equipment and material purchases; reviews division financial activity, determines cause of any variances and develops plan to address unanticipated activities and expenses; keeps supervisor and finance informed of significant changes from budget.

- Ensures preparation of cost estimates and specifications for outside contract work; coordination of construction and maintenance work performed by outside contractors and reviews their work; assists supervisor to develop capital improvement programs.
- Maintains good relations with the general public, state and federal officials, other cities and contractors; functions as a liaison between City residents and other agencies regarding concerns of the residents and activities of those agencies in dealing with City infrastructure issues.
- Ensures investigation of customer complaints and takes appropriate actions to resolve their concerns.
- Ensures safety practices and procedures are followed at all sites.
- In emergency response incidents, provides oversight to the other personnel including an assessment of options for corrective actions; assures that adequate resources and material are made available to complete corrective actions.
- Attend City Council, and community meetings as requested.
- Assist the Public Works Director/City Engineer as needed in the coordination of activities of the Public Works Department with other Departments within the City.
- Reliable and regular attendance is required.
- Other duties as assigned

Knowledge, Skills and Abilities

Extensive knowledge of methods and maintenance standards and operational activities required in the construction, maintenance and repair of facilities and the City's infrastructure; of federal, state, and local laws, rules, and regulations affecting operations, of practices pertaining to the safe handling and storage of hazardous and toxic materials; of financial, budgetary, record keeping, human resource, risk management, purchasing, contracting and other practices to comply with applicable grant conditions, administer procurement activities, labor agreements and other applicable work rules. Skill in providing work direction, coordination and supervision and of others; in use of computers and other electronic communication tools routinely used in Public Works; and in appropriate use of hand tools and light and heavy equipment utilized in Public Works departments. Ability to maintaining "best management" practices to optimize operational efficiency and useful life of facilities and equipment; to prepare clear, accurate and complete written reports and keep accurate records; and establish and maintain cooperative working relationships, and negotiate or solve problems.

Contacts and Relationships

Requirements in this position include contact with and directing the work activities of other City personnel. The Operations Manager must be able to appropriately respond to and communicate with the general public for the effective coordination of work and for resolving problems.

Working Conditions

Work is performed both indoors and outdoors. Travel within the City is required on a regular basis. This position may be exposed to hazards, such as dust, pollen, machinery/moving parts, chemicals, pesticides, insecticides, insect stings, noisy work area, noxious odors, fumes or chemicals, and working on ladders. This employee may be exposed to electrical hazards such as high voltage and low voltage, may work in confined spaces that require permitting for access, and may be exposed to biohazards including sewage and potential risk of exposure to blood borne pathogens. Depending on the exposure, the employee is required to wear appropriate safety protection. Will be required to attend meetings, other than during normal work hours and may be called back to work before or after regularly scheduled work hours or on scheduled days off as needed. Some out of town travel may be required.

Physical Requirements

Must have the overall stamina and ability to perform moderate physical activity, including the ability to stand or walk for long periods of time, traversing rough terrain, working in or over water, working at heights or on scaffolding. Job requirements may include the ability to climb up to 20 feet off the ground; bend and/or work in tight or confined areas. The incumbent must be able to hear alarms and have the ability to audibly identify the presence of a danger or hazard.

Requirements

High school graduation (or GED) is required. Bachelors or Associate degree in Construction Management or related field is desired. A minimum of eight years of work experience in utility, roadway construction, and facilities maintenance is required including at least five years of supervisory experience is required. Public sector work experience in public works and utilities is preferred. Water Distribution Manager II, Water Treatment Plant Operator I and Cross Connection Control Specialist certifications from the Washington State Department of Health are preferred or must be obtained within one year of employment. Valid driver's license driver's license with a driving record acceptable to the City. A combination of experience and training that provides the desired skills and abilities may be considered.

Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. However, some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description does not constitute an employment agreement between the Employer and employee and is subject to change as the needs of the Employer and requirements of the job change.