CITY OF SANTA CRUZ
PUBLIC WORKS OPERATIONS MANAGER

Reports to: Director of Public Works
Supervises: Management, supervisory, technical and clerical classes, as assigned.
Bargaining Unit: Management

BASIC FUNCTION

Under general direction, plans, organizes, directs and evaluates operations, programs and activities of assigned divisions, which may include street and sidewalk maintenance, flood control, landfill and recycling center, waste reduction, refuse and recycling collection, street sweeping, traffic maintenance, parking lot maintenance, fleet and mechanical maintenance, and wastewater mains divisions of the Public Works Department; plans work programs, manages employees, develops and controls budgets, and develops and implements policies and procedures for assigned divisions; and, performs other related work as assigned.

DISTINGUISHING CHARACTERISTICS

Public Works Operations Manager incumbents are responsible for overseeing a variety of Public Works Department functions. Assignments are broad in scope and require the use of independent judgment and initiative in resolving complex administrative issues and making technical decisions and policy recommendations of considerable difficulty. Incumbents serve as a resource for division managers, supervise professional, supervisory, technical and clerical staff, and oversee long-range planning and special projects within and across divisions. Incumbents may rotate assigned divisions while maintaining a high degree of proficiency in assigned program responsibilities.

TYPICAL DUTIES *(May include, but are not limited to those duties listed below.)*

- Supervises, trains and evaluates division managers and supervisors; recommends the selection, promotion and discipline of division employees; confers with and advises division heads on activities, issues and problems related to the activities of their division.
- Develops and enforces field operations' policies, procedures, work standards and rules, ensuring compliance with citywide policies and procedures.
- Plans and coordinates work programs and projects; advises on and reviews work goals and work programs for division managers and supervisors.
- Plans, implements, directs and evaluates strategies to improve productivity, reliability, energy costs, environmental quality and safety in assigned divisions; makes field and site visits.
- Directs development of the annual budget proposal for assigned divisions; implements and monitors the adopted budget; prepares periodic reports on budget matters; analyzes rate studies and provides input regarding rate setting.
- Plans for existing and future equipment and facility needs; evaluates recommendations for the purchase of equipment and services; writes specifications or requests for proposals; secures and evaluates bids; administers contracts for materials and services.
- Develops and directs equipment and personnel safety programs.
- Maintains effective record keeping systems; prepares technical and administrative reports and correspondence for department director, advisory bodies, city manager, City Council and others.
- Receives, investigates and responds to the more complex inquiries and complaints regarding assigned divisions; resolves technical and operational problems.

- Attends meetings of the City Council, boards and commissions to provide technical and operational information on division activities; meets with various local, state and federal agencies, public and private organizations, vendors, contractors, citizens and community groups.
- Oversees or assists in the negotiation of contracts; monitors and administers contracts to ensure compliance with City policies and timely completion of projects.
- Prepares or directs the preparation of grant and permit applications and reports to various agencies, districts, and commissions; assures project compliance with local, state, and federal guidelines, rules, and regulations.
- Monitors legislation and develops policies and programs to ensure compliance with federal, state, and local laws and regulations.
- Advises the Director in the planning and formulation of departmental policy; plans, coordinates, and implements department-wide activities and programs, as assigned.
- Coordinates public works field operations with the engineering division, other City departments, and local, state and federal agencies.
- May provide oversight and direction to staff responsible for public education and promotion programs related to solid waste reduction.
- In the absence of the director and assistant director, may assume department head responsibilities for public works divisions, including budget and personnel administration.

ENVIRONMENTAL AND WORKING CONDITIONS:

Position requires: prolonged sitting; standing and walking on level, uneven and slippery surfaces; reaching, twisting, turning, kneeling, bending, stooping, squatting in the performance of daily duties. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Near vision is required when reading plans, written reports and other documents, and far vision is required when inspecting work sites. Acute hearing is required when providing phone and personal service. The job duties may expose the employee to the outdoors, which may include exposure to fumes, dust and air contaminants. The nature of the work may also require the incumbent to occasionally work in construction zones and heavy traffic conditions. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

MINIMUM QUALIFICATIONS

Knowledge:

- Performance management and work scheduling.
- Employee supervision, motivation, training, and appraisal.
- Principles, practices and techniques of program development, administration and evaluation.
- Methods and techniques of budget preparation and control.
- Principles and practices of public and/or business administration.
- Contract negotiation and administration.
- Effective work safety programs.
- Materials, methods, tools and equipment used in the construction and maintenance of street systems, solid waste collection and disposal, fleet and mechanical maintenance, and wastewater mains, depending upon area of assignment.
- Methods and techniques related to planning and administering public works field programs and projects.
- Principles of capital project planning and management.

- Grant writing and administration.

Abilities:

- Organize, direct and coordinate the activities of assigned divisions.
- Develop and control operational and project budgets.
- Develop and implement effective work schedules and productivity measures.
- Plan, organize, supervise and evaluate the work of others.
- Provide leadership, motivate staff, and resolve disputes.
- Research and analyze operational and technical issues and develop appropriate recommendations for action.
- Interpret, apply and explain laws, regulations, standards, policies and procedures.
- Evaluate technical information and statues and make valid and appropriate recommendations based upon thorough analysis of data.
- Communicate clearly and concisely, both orally and in writing.
- Develop and maintain accurate record keeping systems.
- Use computer programs for information and maintenance management.
- Develop long-range plans and programs.
- Work closely with businesses and industry to enable them to meet a wide range of local, state and federal environmental regulations.
- Establish and maintain effective working relationships with those contacted in the course of work, including contractors, advisory bodies, City staff, other public and private agencies and organizations, and the general public.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that has provided the above knowledge, skills and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- A Bachelor's degree from an accredited college or university in business, public administration, engineering or a related field and
- Five years of increasingly responsible experience in the supervision and management of public works projects and activities. (Additional experience in the supervision and management of public works operations may be substituted for up to two years of the required education on a year-for-year basis.)

Licenses/Certificates:

- As a condition of employment, possession and continued maintenance of a valid California Class C driver's license and a safe driving record.

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