



## OPERATIONS MANAGER

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### **General Definition of Work:**

Under the general direction and guidance of the Public Works Director, the Operations Manager supervises personnel in seven (7) divisions, vehicle fleet including heavy equipment and the various resources needed for the day to day operations and maintenance of the Parks, Streets, Facilities, Beaches, Wastewater, Stormwater and Reclaimed Water Divisions. Develops the scope of work for contract support and purchasing of supplies and materials following the City Purchasing Policy. Oversees the bid and purchasing process and manage contractor performance.

### **Essential Functions/Typical Tasks:**

This is professional work of a difficult and highly responsible nature in the administration and direction of the Public Works Department day-to-day operations. Work involves appropriate personnel management practices, the application of sound management and administrative principles and practices, and a high level of technical knowledge and skill to direct a wide variety of public infrastructure maintenance operations. Work is performed in accordance with established policies and procedures; however the Operations Manager has wide latitude for independent decision making and judgment in how work goals and objectives are achieved.

*(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

- Exercises leadership with positive guidance and motivation. Uses sound personnel management practices in accordance with the City Personnel Policy and the Union Contract for time and attendance, payroll, time off, hiring, training, certification maintenance, promotions, performance evaluations and discipline.
- Manages the daily operations to maintain 54 parks, street boulevards, beach cleaning, 47 beach access paths, streets, alleys, signage, sidewalks, and facility maintenance and custodial services for City Hall, Community Center, Public Works Facility, two Fire Stations, the Library and 7 public restrooms.
- Manages the daily operation for utility services including the City owned wastewater collection system, stormwater collection system and reclaimed water distribution system. Coordinates with streets, potable water, electric and cable utilities owned and operated by others as needed.
- Ensures a high level of customer service by prioritizing and responding to work order requests from the public and other city departments; schedules appropriate staff and resources to complete tasks; follows up to confirm completion and customer satisfaction; investigates and resolves complaints; and is available after hours to respond to emergencies.
- Administers city contracts and agreements for daily operations including citywide landscape and ground maintenance, tree trimming, solid waste collection, and reclaimed water repairs.
- Determines when it is most cost effective to contract work out; prepares contracts and purchases from vendors and coordinates for HVAC, electrical, plumbing, pavement, landscape, irrigation, facility repairs and vehicle maintenance as needed.
- Utilizes work order software to plan, prioritize, and track daily work flow; uses the data collected to wisely manage resources and ensure efficient and effective operations.
- Approves daily operating expenditures and uses financial software to track operating costs to ensure the most effective use of city resources; generates purchase orders; and adheres to the city's *Purchasing Manual*.
- Continuously evaluates work performance and productivity; seeks new and innovative ways to improve through personnel management, work process changes, incorporating emerging technology and equipment enhancements.
- Oversees smaller projects that can be completed in-house by using City staff, contracted vendors and/or volunteers; and provides experienced input and feedback on major construction projects.
- Coordinates and provides staff and resources for special events; acts as liaison for outside organizations partnering with the city such as Southwest Little League, Pinellas County, PSTA,

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.*



- FDEP and FDOT.
- Serves on committees as needed and assigned such as the St Pete Beach Classic Race Committee, Solid Waste Technical Management Committee (TMC) and Pinellas Partners in Recycling Committee (PPR).
- Prepare for Emergency Operations and performs any and all related tasks as required or assigned.

**Knowledge, Skills and Abilities:**

Extensive knowledge of the methods and practices relating to the equipment, operation, maintenance and repair of public properties and utilities; strong knowledge of principles and practices of parks and green space maintenance; reliable knowledge of the occupational hazards and safety precautions of the work; exceptional people skills and the ability to establish and maintain effective working relationships with city staff, subordinates, peers, officials and the general public; solid computer skills and the ability to use Microsoft Office, financial, work order, geographic information system (GIS) and irrigation management and monitoring software (IMMS); proven ability to effectively and efficiently plan, supervise, direct, and coordinate public works programs and activities with a high level of customer satisfaction; special ability to calmly and professionally prioritize and oversee a diverse and high volume of tasks in a fast paced work environment; and ability to maintain accurate records and prepare clear and concise reports.

**Education and Experience:**

Graduation from an accredited four year college or university with a bachelor degree in public administration, parks and recreation, landscape architecture, engineering, applied science or a related field. A minimum of three years of supervisory experience in a public works related field in an equivalent or directly supporting position; experience in the administration and supervision of public works activities. Any equivalent combination of training and experience which provides the required knowledge, skills and abilities to successfully perform in the position may be submitted for education requirement.

**Physical Requirements:**

This is a half office and half field work position and the person is subject to inside and outside environmental conditions, noise, vibration, hazards, atmospheric conditions, and other factors related to managing parks, public works, infrastructure and utilities operations. Work requires computer skills, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing data, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

**Special Requirements:**

Must be available to lead and manage personnel and conduct strenuous and challenging tasks during emergency operations of any nature including City wide evacuation and specifically related to dangerous flooding, storms and hurricanes. Possession of valid State of Florida driver's license; CDL preferred. Training and certifications in parks, streets, facility maintenance, stormwater, wastewater, reclaimed water and/or related public works operations is highly desirable. Must have National Incident Management System (NIMS) 100, 200, 300, 700 and 800 training completed within 6 months of hire.

<p><b>Pay Grade:</b> 124 <b>Status:</b> Exempt, MAPS <b>Revised:</b> Mach 2019</p>
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