

**CITY OF UNION GAP
POSITION DESCRIPTION
PUBLIC WORKS OPERATIONS MANAGER**

Title: Public Works Operations Manager
Department: Public Works
Revision Date: March 1, 2023
FLSA Status: Exempt

CORE VALUE STATEMENT:

The City of Union Gap will provide excellent public service and ensure the safety and wellbeing of our community and one another through the empowerment of each employee. We value integrity, inclusiveness, stewardship and communication. We are accountable to our community for innovative and collaborative efforts that anticipate needs, leverage resources and deliver solutions.

GENERAL STATEMENT OF DUTIES:

The Operations Manager performs supervisory, administrative, and technical tasks in current planning, organizing, directing, and oversight for project and task execution within the Maintenance and Operations Division of the Public Works Department. The Public Works Superintendent is also responsible for City-wide fleet and facility management, administration and oversight of maintenance contracts, and administration of the City's Capital Asset Management Program. This position takes direction from the Director of Public Works and Community Development.

Directly supervises Maintenance Crew Leads; indirectly supervises Maintenance Workers.

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

The Operations Manager assigns work through the Crew Leader positions. He/she directs and coaches the Leads and Maintenance Workers to develop employee competence, expertise, accountability and productivity. He/she conducts performance reviews, makes effective decisions or recommendations on hiring, transfers, promotions, grievances and discipline. He/she 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 their impacts. He/she

manages regulatory permits and professional services and construction contracts as assigned by the Director of Public Works and Community Development.

This position takes direction from the Director and may serve as the Public Works Director in his/her absence.

Performs related work as required. Work hours are varied and may include evenings and weekends.

DISTINGUISHING FEATURES OF THE CLASS:

The Public Works Supervisor must be a professional and dedicated leader who can work in a team environment and serve as an integral member of the City's management team. They need to be an outstanding communicator both orally and in writing. The ideal candidate will be an experienced Public Works professional who is visibly active in the community and represents the City in a positive manner and who is willing and able to embrace and support City goals.

ESSENTIAL DUTIES:

Supervises subordinates; prioritizes assigns and monitors work; evaluates performance; recommends and implements decisions regarding employee selection and discipline; ensures resources are available for operations and trains and/or cross-trains staff.

Supervises day to day operations; performs related activities such as receiving and responding to service requests; maintaining records; monitoring crews and inspecting job sites; soliciting bids; and inventorying or ordering equipment, tools, materials and supplies.

Ensures work projects are completed and carried out in compliance with policies, rules, regulations and agreements.

Prepares and presents reports on such items as budget, staffing, equipment, projects, and procedures; develops prioritized project lists for management review.

Coordinates projects and activities with other departments, regulating agencies, municipalities, private business and community groups; responds to inquires and concerns; addresses damage and safety issues; ensures user group compliance with regulations; addresses special procedure needs in area of assignment.

Schedules, monitors and evaluates services of outside vendors, contractors and architects; assist in the development of contract service and community group agreements; resolves problems; and provides quality control.

Responds to emergency situations as required; performs other duties as required.

Assume full management responsibility for all Public Works Department services and activities including: water distribution, water maintenance, street maintenance and construction, sewer collection and pretreatment, garbage, transit, parks maintenance, building maintenance, equipment maintenance; recommend and administer policies and procedures.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for innovation and improvement; direct the implementation of changes.

Represent the Public Works department to other City departments, elected officials, and outside agencies. Communicate transparently and inclusively about department programs, policies and activities.

Provide staff assistance to the Director of Public Works and Community Development.

Prepare and present staff reports, water reports and other necessary correspondence. Negotiate and resolve sensitive, significant and controversial issues.

Select, train, motivate and evaluate department personnel; provide or coordinate staff trainings; work with employees to correct deficiencies.

Oversight and monitoring crew work quality; ensuring adherence to time schedules and safe work practices; monitoring and providing feedback on employee performance; and observing, training and operating medium to heavy equipment in support of the following maintenance programs/projects; street, water, sewer/stormwater, park, transit and city beautification programs, tree pruning, vegetation control and removal, snow and ice control, special projects and emergency response.

Ensures job site for compliance with applicable safety processes and procedures; ensures all personnel in the work zone are supplied with and utilizing appropriate personal protective equipment; inspects equipment and facilities to identify potential or existing hazards.

Investigates and resolves problems relating to trouble calls and complaints;

Maintains work logs; tracks materials and costs for charge back purposes.

Requires regular and reliable attendance.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

1. Graduation from high school education or GED equivalent;
2. Four (4) to (5) years of experience relating to construction, installation, maintenance and repair of water or wastewater facilities, streets, or related facilities, and experience in a lead or supervisory capacity;
3. Any equivalent combination of education and experience.

Certifications/Endorsements/Licenses:

1. Must possess and maintain a valid, CDL Class B unrestricted Washington State Driver's License;
2. Must possess or obtain the following within six (6) months: flagging, first aid and any other appropriate certifications as required by law, ordinance or department regulations.
3. Consideration will be given to candidates possessing at least one (1) of the following listed endorsements and shall obtain the remaining endorsement within 12 months of hire:
 - a. Competent person training in trenching, shoring and excavation;
 - b. Competent person training in asbestos cement pipe handling;
 - c. Water Distribution Managers certification (to be obtained within 18 months of hire);
 - d. Herbicide License (WSDA) (to be obtained within 18 months of hire);
 - e. Other skills or certifications required by regulation.

NECESSARY KNOWLEDGE AND ABILITIES:

Demonstrate computer proficiency, to include enterprise software applications, Microsoft Office, Outlook, Word and Excel.

Knowledge of equipment, facilities, materials, methods and procedures used in road, underground utility maintenance, construction and repair activities; knowledge of materials and supplies used in building and grounds maintenance; knowledge of equipment and supplies used to do minor repairs; some knowledge of first aid and applicable safety precautions;

Ability to work safely and to use equipment and tools properly and safely; knowledge of safety procedures; ability to plan, schedule, organize, direct and supervise the work of maintenance and construction crews and to delegate effectively to others;

knowledge of supervisory and personnel management techniques; ability to establish and adjust work procedures; ability to perform material quantity calculations; ability to explain and relay information to subordinates in an effective manner conducive to maintaining productivity and morale; ability to train personnel in safe equipment operation and methods and procedures; ability to resolve public complaints effectively and courteously; ability to accurately complete reports;

ability to establish and maintain effective and harmonious working relationships with co-workers, supervisors, City officials, and the general public.

TOOLS AND EQUIPMENT USED:

Computer, motorized vehicles and equipment, including dump truck, pickup truck, utility truck, tamper, plate compactor, saws, pumps, propane kettle, compressors, sanders, generators, common hand and power tools, shovels, wrenches, detection devices, mobile radio, phone, ditch witch.

PHYSICAL DEMANDS:

Work is primarily outside with occasional work in an office environment sitting at a desk or computer terminal for periods of time. Continuous use of both hands in reaching/handling/ grasping/fingering while performing duties. Frequently lift or move up to 25 pounds. Occasional heavy work includes lifting and carrying up to 50 pounds. On occasions may be required to lift heavier weight with the assistance of others or mechanical devices up to 100 pounds; operating heavy vehicles, equipment and machinery. Occasionally ascends/descends stairs, ladders, and inclines while maintaining balance. Physical strength and ability sufficient to perform heavy manual labor for extended periods. Frequent bending/twisting at knees/waist/neck while performing mechanical repairs, maintenance items and other duties as assigned. Occasional kneeling/crouching/crawling while making repairs in confined spaces and awkward positions. May work at heights, alone, with others, or in noisy work area. May require constant moving, sitting or standing for excessive periods of time. May work outside in all weather extremes, be exposed to water, ice, mud, dust, smoke, asbestos cement pipe, noxious odors, fumes, chemicals, raw sewage, uneven surfaces, slick surfaces, and/or traffic. Continuous use of all senses including feeling/talking/hearing/seeing while performing duties and while communicating with co-workers, general public and completing all tasks as assigned. Must be able to distinguish color and maintain long-term and short-term memory. Will be required to wear safety protective gear when necessary. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee regularly works in vehicle, and outdoor settings, in all weather conditions, including temperature extremes, during day and night. Work may occasionally be performed in emergency and stressful situations. The employee frequently works near moving mechanical parts, precarious places and is exposed to wet and/or humid conditions, fumes, or airborne particles, toxic or caustic chemicals, risk or electrical shock, and vibration. The employee may occasionally work in or near confined areas with limited visibility.

The noise level in the work environment is usually moderate to loud around apparatus and equipment.

UNUSUAL WORKING CONDITIONS:

Exposure to adverse weather conditions and traffic hazards, loud noises, dust, fumes, toxic materials and extremely hot liquid or mixed asphalt. Shift work may be required. May be subject to emergency call-outs at any time. Shall be subject to random controlled substance and alcohol testing, pursuant to Department of Transportation (DOT) regulations, including 49 CFR Part 40 and Section 382 of the Federal Motor Carrier Safety Regulations.

SELECTION GUIDELINES:

Formal applications, review of education and experience, skill assessment, and oral interview. Reference check; and background investigation; medical examination; drug screening; physical agility test; and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.