

PUBLIC WORKS OPERATIONS MANAGER**SUMMARY:**

Under general direction, plans, and manages the operations and services of the Public Works Division and performs related duties as assigned.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics). This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(which are not in any hierarchical order)*

1. Develops and shapes an appropriate organizational structure and work plan to support current and future department objectives.
2. Ensures appropriate distribution and accountability for decision-making and the capacity to act.
3. Stays current on issues relative to street lighting, streets and sidewalks, sanitation/solid waste and other issues relative to the division's service delivery responsibilities.
4. Responds to and resolves sensitive and complex community and organization inquiries and complaints.
5. Manages and coordinates development of the division's budget. Monitors and approves expenditures. Regularly monitors budget, identifies potential budgetary overruns, and provides appropriate recommendations to avoid overruns.
6. Reviews and evaluates service delivery methods and systems including administrative and support systems and internal relationships.
7. Identifies opportunities for improvement of services and implements changes to standard operating procedures to enhance services.
8. Oversees the selection, training and evaluation programs for division personnel.
9. Identifies and resolves staff differences, conflicts and deficiencies.
10. Oversees operation of the division to assure all work flows in the division and is prioritized appropriately.
11. Supervises the activities of assigned staff. Writes and conducts evaluations.
12. Schedules employees, assigns work and monitor its progress. Guides and develops employees in the accomplishment of their duties.
13. Manages the operations of the division in a manner that is compliant with city, federal, state and local agency rules and regulations.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of City, federal and state laws, statutes, rules, regulations and ordinances related to Public Works operation and maintenance.
- Knowledge of contract negotiation and consensus building.
- Knowledge of development, operation, maintenance, and repair of street lighting, storm water, grounds operations, streets, sidewalks, bridges, sanitation/solid waste and other issues relative to the department's service delivery responsibilities.
- Knowledge of accounting, procurement and budget methods and practices.
- Knowledge of management and administrative methods, practices and procedures.
- Knowledge of general office machines, computer hardware and software applicable to Public Works.
- Skill in delegating, assigning, reviewing and evaluating work.
- Skill in development and implementation of long and short terms strategic plans and goals.
- Skill in utilizing a high level of verbal and written communication for presentations, training, negotiations, and guidance for a wide variety of audiences.
- Skill in utilizing public relations / customer service techniques in responding to inquiries, requests and complaints.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

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- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves sedentary to light work in an office setting. There is frequent need to sit, talk or hear, use hands to finger, handle or feel. There is occasional need to stand, walk, climb or balance, stoop, kneel, crouch or crawl, reach with hands and arms, taste or smell and lift light objects (up to 10 pounds) and perform other similar actions during the course of the workday. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in Business Administration or related field and five (5) years progressively responsible work experience in Public Works, including three (3) years supervisory experience, or any equivalent combination of training and experience.

A valid Florida driver's license is required; a valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of employment.