

PUBLIC SERVICES DIRECTOR

General Statement of Duties

Performs difficult professional, technical and administrative work planning, organizing, and directing a variety of public works and utility operations for the Town; serves as Assistant Town Manager in the absence of the Town Manager.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the work of employees engaged in street maintenance; building and grounds maintenance; solid waste collections and disposal; equipment maintenance; water line repair; storm water management; well and lift station operations, repair and maintenance; and water meter reading and repair. The employee provides technical advice and assistance to the Town Manager and the Town Council in long-range planning for capital resources and infrastructure of the town, including utilities capacity and extension needs, maintenance of water and environmental resources, and citizen and intergovernmental relations. Work includes contract management, handling citizens issues, and budget and personnel administration of the department. The employee represents the city to a wide variety of citizens, contractors, state and federal regulatory officials, etc. The employee is subject to hazards in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as noise, dusts, fumes, mists, oils, and moving mechanical parts. Work around raw sewage is subject to the final OSHA standards on blood borne pathogens. Work is performed under general direction of the Town Manager and is evaluated by review of reports, conferences, and acceptance of the community.

Duties and Responsibilities

Essential Duties and Tasks

Plans, organizes, and directs all personnel, functions, and activities of the Town's Public Services Department; performs hiring, training, performance coaching and evaluation and insures safety of department staff both directly and through subordinate supervisors; meets frequently with subordinate supervisors to solve more complex problems; sets priorities and deadlines, and provides guidance and direction.

Manages, plans, and participates in the activities of the department; ensures coordination of activities with other departments; participates in long range planning for infrastructure improvements, environmental compliance, capacity expansions, etc.

Reports to and advises Town Manager and officials on public works and public utilities projects and activities.

Represents the department at Town Council meetings and the Town at various other meetings.

Researches and recommends operational changes to the Town Manager.

Makes field inspections of public works projects to review progress and ensure completion; performs subdivision review.

Engages in considerable personal contact with citizens concerning service request and complaints; investigates and decides or recommends actions; coordinates projects with other departments; attends Town Council meetings to represent the department.

Prepares and reviews departmental operating and capital budget; monitors and approves expenditures.

Supervises changes in regulations regarding water, wastewater, storm water, safety and other related issues.

Plans, organizes, and monitors a variety of contracted work; coordinates with engineers and contractors.

Additional Job Duties

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of the principles and practices of public works and utilities administration, planning and construction and related methods.

Thorough knowledge of related Town policies, state and federal laws and regulations.

Thorough knowledge of the equipment and materials used in the construction, maintenance and repair of water and sewer lines, well, storm water management systems, solid waste management, equipment services, buildings and grounds maintenance, and streets.

Working knowledge of related engineering principles and practices.

Thorough knowledge of the hazards of public works and utilities activities and the safety precautions necessary.

Considerable knowledge of governmental budgeting, personnel and purchasing policies and procedures.

Considerable knowledge of modern and effective supervisory principles and practices including motivations, communications, leadership, conflict resolution, and performance coaching and evaluation.

Considerable knowledge of the application of information technology to the work of the department.

Considerable knowledge of the laws and regulations affecting the hiring and supervision of staff.

Some knowledge of engineering design principles and ability to apply them to designated projects.

Skill in collaborative conflict resolution and strong public contact and customer service skills.

Ability to prepare complex and detailed records and reports and make effective public presentations.

Ability to maintain effective working relationships with Town officials, other public officials, employees, contractors and the general public.

Ability to present ideas effectively in oral and written form.

Physical Requirements

Must be able to perform the physical life functions of climbing, stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; up to 10 pounds of force frequently and/or constantly.

Must possess visual acuity to produce and review written reports and records including mathematical calculations, analyze data, and to read maps, schematic drawings and plans.

Desirable Education and Experience

Graduation from a community college with an associates degree in civil or environmental engineering or related field, and considerable experience in a responsible management position in the public works and/or utilities field, including considerable supervisory experience; or an equivalent combination of education and experience. Prefer BA/BS in related field.

Special Requirement

Possession of a valid North Carolina driver's license.

Prefer the ability to obtain Class B-Well, Class B-Water Distribution, and OSHA Competent Person Certifications.