



JOB DESCRIPTION

POSITION TITLE: Operations Manager

DEPARTMENT: Public Works

REPORTS TO: Director of Public Works

FLSA CATEGORY: Exempt

EMPLOYMENT CLASSIFICATION: Full-time

PAY TYPE: Salaried

LATEST REVISION DATE: 9/2017

POSITION SUMMARY:

Reporting directly to the Director of Public Works, the Operations Manager is a highly skilled resource manager and is responsible for providing management, organization, and supervisory direction in a diversified public works environment. Specific areas of focus include right-of-way management, permitting, snow removal coordination, traffic control management, street lighting, street repair, sidewalk and driveway inspection, bridges, and asset management. This position acts to ensure the Village fleet is operating at full efficiency for all staff to perform their assigned duties. This position also acts as safety coordinator and ensures the department is fully trained and monitors compliance with applicable rules and regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

STREETS & RIGHT-OF-WAY

- Manages all aspects of street maintenance and right-of-way management including, but not limited to street repair, snow and ice control, signs, bridges, lighting, and permitting.
- Manages snow and ice control operations, including implementing policy, ensuring resources are available for response, scheduling staff, training, plow route development, contract service procurements, and general oversight of the operations.
- Recommends priorities, develops plans and manages road maintenance, repairs, and replacement.
- Working with the Engineering Technician, performs construction observation of projects as necessary.
- Working with the Utility Manager, schedules employees for various maintenance and repair activities.
- Assists with the preparation of construction estimates and bid specifications.
- Manages, prepares bids, and oversees Village road maintenance including crack filling, chip sealing and road salt management. Coordinates inter-agency contracts and agreements.
- Development and application of standard guidelines related to right-of-way asset management.
- Maintains and updates the R/W permit system to reduce conflict (Intake to final inspection).

FLEET MANAGEMENT

- Manages Village fleet operations and maintenance program including: Fueling system, preventative and routine maintenance, inventory, life cycle replacement program, maintenance facility planning, and contract maintenance.
- Coordinates with Utility Manager and Parks Foreman to ensure equipment is available for assignment. Ensures fuel, parts and staff are available to perform assigned work.
- Prepare proposals for annual acquisition of parts, fuel, and contract maintenance. Prepares and processes purchase requisitions for parts and supplies.

- Analyzes productivity, prepares operational reports, forecasts user trends, reviews financial reports, and prepares yearly operating budget.
- Recommend replacement of fleet vehicles at appropriate times.
- Coordinates training opportunities for staff.
- Maintains equipment records in accordance with federal, state, and local laws, policy or regulation.

COMPOST & YARD WASTE SITE AND SOLID WASTE MANAGEMENT

- Provides general oversight and operation of the Village Compost site.
- Coordinates staff to maintain Village compost site and materials yard.
- Maintains DNR records, coordinates follow up regarding policy violation issues at compost and yard waste site.
- Assists in the management of Village's contracted garbage and recycling collection provider.

SAFETY COORDINATION

- Actively participates in Village Safety Committee.
- Coordinates and performs monthly and annual safety training opportunities.
- Maintain safety records of incidents.
- Monitor all Public Works staff for compliance of safety regulations. Provides follow up and documentation to noncompliance issues.
- Perform facility and fleet safety inspections along with associated reporting.

TEAM MANAGEMENT

- Assume management responsibility for assigned areas; plans, manages, and oversees the daily operations and maintenance activities of the department.
- Trains staff as appropriate in work and safety procedures and in the operation of equipment and tools.
- Oversees and evaluates work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications. Reviews and approves electronic time-keeping and employee time off.
- Evaluates employee performance, counsels employees, and effectively discusses employee performance with the Director of Public Works.
- Participates in hiring seasonal staff to accomplish objectives.

MISCELLANEOUS DUTIES

- Works with and coordinates activities with Utilities Manager.
- Reviews requests for information and complaints from the public regarding maintenance matters. Decides priority of problem and need for maintenance work. Effectively and courteously works with the public to resolve questions, concerns, and problems.
- Assists with capital improvement planning and implementation of operational budgets including procurement of materials and supplies. Monitors inventory levels and approves purchases.
- Participate in development and implementation of goals, objectives, policies, and priorities. Recommends appropriate service and staffing levels. Administers policies and procedures.
- Participate in the development and administration of departmental section budgets.
- Develop and standardize procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods and procedures.
- Assists with the preparation of the State of Wisconsin PASER street condition report and the annual mileage map and report.
- This position includes supervisory on-call responsibilities on a rotational basis.
- Performs related duties as assigned.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of principles and practices of municipal street construction and maintenance activities including snow removal, pavement maintenance, sign management and MUTCD, and right-of-way management.
- Knowledge of principles and practices of fleet management including vehicle and equipment maintenance, replacement schedules, and purchasing.
- Knowledge of construction zone traffic control and safety practices and procedures.
- Knowledge of State and Federal commercial driving regulations and standards.
- Ability to develop and recommend systems and procedures related to assigned operations.
- Knowledge of principles and practices of safety management.
- Ability to establish and maintain effective working relationships with employees, contractors, developers, officials, and the general public.
- Ability to organize, evaluate and present information effectively, both orally and in writing.
- Knowledge of administrative, managerial and supervisory principles and practices. Ability to supervise, train and evaluate staff.
- Proficient in the use of Microsoft Office products including Outlook, Word, and Excel.
- Knowledge of GIS based software programs such as ESRI.
- Ability to maintain regular punctual and predictable attendance and work extra hours as required.

REQUIRED EXPERIENCE, EDUCATION AND TRAINING

- Valid Wisconsin Driver's license.
- Associate's degree in civil engineering, fleet management, or closely related field or an equivalent combination of experience and education sufficient to perform the essential functions of the job.
- Five years of progressively responsible experience in management and supervisory practices, including some lead supervisory experience.

Preferred Qualifications

- Previous experience as Operations Manager or related position within a municipal public works department.
- Previous experience in fleet management.

PHYSICAL REQUIREMENTS

- Sit or stand at desk for extended periods of time.
- Climb ladders, walk and stand for extended periods of time on uneven terrain.
- Hear and speak effectively to communicate in person and over the phone.
- Visual acuity to read computer screens and printed documents.
- Manual dexterity to type on keyboard and use computer mouse; and to perform manual tasks such as handwriting and searching through documents.
- Office work may include reaching for documents and supplies, standing to search through file cabinets, fingering to find files, grasping documents, and repetitive motions such as typing and sorting.
- Significant time spent outdoors on worksites monitoring activities and directing the work of others.
- Lift objects, boxes, files, and other equipment weighing up to 50 pounds.
- Work long hours in all types of weather under adverse/hazardous conditions for extended periods of time.

This job description is intended to describe the functions and minimum requirements for the performance of this job. It is not to be construed as an exhaustive statement of all duties, responsibilities or requirements. In addition, the Village reserves the right to add, change or delete functions of this position at any time. This job description supersedes all previous job descriptions for this position.