

**COMMUNITY SERVICES DEPARTMENT  
OPERATIONS SERVICES MANAGER**

**GENERAL DUTIES:** Under direct supervision of the Community Services Director, administer, plan, direct the varied operations within the Operations Division of the Community Services Department, and represent the Operations Division and the Department in various assigned capacities within the City, other agencies, and the community.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Provide management and supervision of the various operational sections within the Community Services Department, including Landscape Maintenance, Urban Forestry, Golf Course Maintenance, Streets and Sewers, and Water.
2. Select, train, discipline, make duty assignments, and evaluate the Operation Division supervisors.
3. Identify routine and demand work priorities, established goals and objectives, policies and procedures, and develop action plans through the varied divisional supervisors.

4. Identify operational program needs of the Division, prepare and submit recommendations to the Director. Administer and monitor operational budgets within the Operations Division
5. Conduct-staff meetings and field inspections.
6. Based on approved spending authority, determine need for supplies, contractual services and equipment, and follow the appropriate purchasing procedures.
7. Recommend purchase sources and contractors; review with Purchasing Agent products and contract services specifications for approval; provide for the plans, specifications, and other contract documents as needed for the operating and capital budget programs.
8. Provide for and administer the necessary equipment management program and inventory control for the Operations Division.
9. Provide for the proper maintenance of Division records, and insure the preparation and submittal of reports and information necessary for the management of the Operations Division.
10. Provide for the necessary preparation, administration, management and supervision of contract work for the Operations Division.
11. Regularly work with various City Departments, agencies, community groups, and the general public. Provide and obtain support in the delivery of services necessary to the mission of the Department and the Operations Division.
12. Assist in obtaining, administering, and reporting of grants from various outside funding source.
13. Provide technical assistance to the Director, architects, contractors, and others applicable to the Department and Operations Division.
14. Provide for and participate in training programs for Operations Division personnel.
15. Formulate policies and procedures and oversee development of programs.
16. Respond to citizen complaints and requests for service.
17. Ensure compliance with applicable local, state, county, and federal codes, laws and regulations.
18. Provide meaningful input into the infrastructure master planning process.
19. Perform productivity analyses of operations and make appropriate recommendations for obtaining most effective delivery.
20. Plan, organize, assign, direct, review, and evaluate a comprehensive field

operations process.

21. Prepare clear, accurate, concise and competent reports, correspondence, and other written materials.
22. Provide for the effective consolidation of separate sections into one operating unit which will include personnel as well as equipment.
22. Perform related work as required.

**REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES:**

**SKILLS:**

1. Application and utilization of computer systems, Microsoft Word and Excel preferred.
2. Possess significant customer service, organizational and personnel management skills necessary to manage a complex and diversified group of operations.
3. Possess significant public relation skills necessary for regular contracts with the press, other agencies, community organizations, commissions and citizens that will promote and positively represent the City and the Department.

**KNOWLEDGE:** Knowledge of:

1. Principles and practices of operations management.
2. Principles and practices of management, supervision, and training.
3. Equipment, materials, services necessary for proper care and management of department facilities and programs administered by the Operations Division.
4. Principles and practices of operations and fiscal management.
5. Principles and practices of urban forest management and general landscape management, general water, streets, and sewer system management.
6. Materials, methods, tools and equipment used in street, water, sewer, and park maintenance and repair.
7. Safe operations of motor vehicles and equipment and drivers licensing requirements.
8. Safety practices and precautions to be taken in work.
9. Preventive maintenance procedures.

10. Safety rules in using herbicides, pesticides, insecticides, fuels, solvents, paints, and other chemicals.

**ABILITIES:** Ability to:

1. Plan, organize, and direct a complex and diverse organizational structure in a cost effective manner.
2. Identify and justify the budgetary resources necessary to provide the services in maintaining public operations assigned.
3. Establish and maintain the necessary record keeping systems for the Operations Division.
4. Hire, supervise, and evaluate performance of supervisory employees.
5. Evaluate operational and policy needs of the Operations Division and effectively implement the necessary changes.
6. Analyze complex problems, evaluate alternatives and make creative recommendations.
7. Exercise sound independent judgement within general policy guidelines.
8. Plan, conduct, and evaluate training programs.
9. Establish and maintain effective working relationships with management, subordinates, co-workers and the public.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

When working in the office and in the field, the following items are used:

1. Computer, keyboard and monitor
2. Laser-jet or ink jet printer
3. Telephone
4. Copier
5. Calculator
6. Facsimile machine
7. Specialized computer software.
8. Pager
9. Two-way radio
10. Automobile
11. Presentation equipment, microphones, easels, overhead projectors, tape recorder, etc.
12. Television and VCR equipment.

**PHYSICAL DEMANDS:**

Under typical field and office conditions, employee will perform the following physical activities, which include using many hand tools and operating heavy equipment on a daily basis:

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1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Standing, during presentations and training seminars.
3. Walking
4. Stooping
5. Kneeling
6. Bending
7. Twisting
8. Pushing/Pulling
9. Lifting, up to 25 pounds
10. Driving
11. Speed, in meeting deadlines and using office equipment.

Under typical office conditions, employee performs similar physical activities but to a lesser degree, when handling files, books, binders, and boxes of work materials.

**SENSORY DEMANDS:**

Under typical office and field conditions, employees utilize these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, television, VCR, microphone, easel, overhead projector, tape recorder, automobile, etc.

1. Seeing
2. Hearing
3. Speaking
4. Touching

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

Office Conditions:

Indoors: Typical office conditions, up to 80% of the time.

1. Flooring: Low level carpeting, linoleum, tile, wood, etc.
2. Noise Level: Conducive to office settings with phones, copiers, air conditioning, radios, and typewriters.
3. Lighting: Conducive to normal office setting.
4. Ventilation: Provided by wall heater, central heating and air conditioning units.
5. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment. May be exposed to fumes from vehicles, heavy equipment and materials used on site.

**Field Conditions:**

1. Outdoors: Typical conditions, traveling to meetings, or attending training sessions, up to 50% of the time.

2. Travel: Under varying conditions via automobile, up to 25% of the time.
3. Flooring: Carpet, tile, linoleum, uneven surfaces, etc.
4. Noise Level: May be exposed to high levels of noise when inspecting field operations.
5. Lighting: Normal outdoor conditions, with chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc. May be exposed to fumes from heavy equipment used by staff in the field.

**HAZARDS:**

Mechanical or electrical exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, calculator, adding machine, fax machine, VCR, television, microphone, easel, overhead projector, tape recorder, etc.

When working or traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in a typical office environment. Typical office exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Any combination of education and experience equivalent to graduation from college with a Bachelor's degree in engineering, horticulture, management, business, public administration, landscape architecture, forestry or a related field and four (4) years of progressively responsible supervisory experience in operations management.
2. Pass a post-offer medical examination, which includes a drug test.
3. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
4. Pass a Department of Justice criminal record check for employment.
5. Prefer non-tobacco user.
6. Prefer bilingual (English/Spanish).