



March 2012
FLSA: EXEMPT

SPECIAL PROJECTS MANAGER

DEFINITION

Under administrative direction, plans, develops, implements and evaluates Special Projects pertaining to various inter/intra departmental policies; manages sensitive, high-priority projects; may be assigned responsibilities relating primarily to one or more divisions or disciplines; performs related duties as assigned.

CLASS CHARACTERISTICS

This is a single position management class that receives general direction from the Town Manager. The incumbent is responsible for the planning, administration and operation of a variety of programs and projects throughout multiple departments, performs responsible and innovative administrative management in support of the Town's goals and objectives, and is a participating member of the Town's management team. It is distinguished from the Department Director in that the Director has overall management responsibility for all aspects of the Department. The position is distinguished from Division Managers within various Departments in that the Special Projects Manager will be responsible for programs, policies and projects from more than one division within the Town and will take a lead role in overall project administration.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Listed are 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 this position.

- Lead teams of staff and consultants in completing complex interdivisional, high-priority special projects, such as implementing policy requirements of the Town's General Plan, the consolidated plan, and assist in housing programs and economic development.
- Manage high visibility departmental projects and activities and assist department heads in administration of departmental programs.
- Resolve administrative problems that cannot be handled by subordinates.
- Review and evaluate operational performance; develop and implement changes in policies and procedures.
- May assume responsibility for a specific division of the department, and supervise professional and/or technical staff.
- Liaison between Town departments and divisions on major development projects.

- Represent the various departments in meetings of the Town Council, commissions, neighborhood groups, service organizations, and other public and private agencies.
- Plan, manage and oversee the daily functions, operations, applicable contracts and activities of the waste management and transit programs.
- Monitor legislative and judicial developments and changes in environmental law and ensure the Town remains in compliance with all applicable standards.
- Assist in development and standardization of procedures and methods to improve the efficiency and effectiveness of waste management and transit programs.
- Respond to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Oversee the Town's solid waste disposal, household hazardous waste and recycling programs.
- Publicize, promote, and provide information to the media and public on departmental programs.
- Participate in and makes presentation to the Town Council and a variety of boards and commissions.
- Update Town and other website with upcoming events related to waste management and transit.
- Participate in the selection and evaluation of staff.
- Conduct special studies as assigned by the Town Manager and submit related reports.
- Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE

Knowledge of:

- Administrative principles, practices and trends of Community/Economic Development, including planning, economic development, environmental clearances and housing, goal setting, program development, implementation and evaluation, project management and supervision of staff, either directly or through subordinate levels of supervision.
- Effective organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Pertinent Federal, State, and local laws, regulations, codes, ordinances and policies applicable to Community/Economic development, waste management and transit operations and activities.
- Effective techniques and methods of leadership, mentoring and supervision.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies and operational needs of the assigned department.
- Principles, practices, methods and techniques of waste management and transit programs.
- Techniques and practices of public speaking and making presentations before groups.
- Principles of record keeping and reporting.
- Modern office practices, methods and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary and punctuation.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups; various business, professional and regulatory organizations and with property owners, contractors and the public.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.
- Operational characteristics, services and activities of a comprehensive program.
- Organization and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Advanced principles and practices of budget preparation and administration.

- Strategic planning principles.
- Identify and respond to Town Manager and Town Council issues, concerns and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in supports of goals.
- Prepare clear and concise administrative reports.
- Interpret and apply Federal, State and local policies, procedures, laws and regulations.
- Exercise judgment and sensitivity in confidential matters.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with staff, management, applicants, public and private representatives, contractors, consultants, vendors and other parties on behalf of the Town.

Skills in:

- Analyzing technical and administrative information
- Identifying solutions and taking or recommending appropriate actions
- Written and oral communications
- Problem solving and thought processing

Ability to:

- Digest complex issues and explain to others in a concise, straightforward manner.
- Compose/edit documents and effectively express complicated topics.
- Develop, mentor, and motivate staff with tact and diplomacy.
- Exhibit professionalism and lead by example while maintaining appropriate sense of humor in the work place.
- Participate in a collaborative and positive manner with internal and external stakeholders.
- Learn quickly and think strategically.
- Take responsibility; set priorities and multi-task.
- Determine when to seek assistance, refer, inform or escalate a problem; be innovative and willing to take initiative.
- Operate modern office equipment including computer equipment and software.
- Operate a motor vehicle safely.
- Analyze problems; and identify solutions and consequences of proposed action.
- Analyze and interpret research, evaluate alternatives and reach logical, fact-based conclusions and recommendations.
- Collect, compile and evaluate data either in statistical or narrative form.
- Present proposals and recommendations clearly, logically and persuasively in public meetings.
- Exercise sound judgment and common sense.
- Prepare clear, concise and comprehensive correspondence, reports and other written materials.
- Exercise good judgment in dealing with highly sensitive political, public policy, community and employee issues and situations.
- Establish and maintain effective working relationships with the Town Council, all levels of Town management, other government officials, community and civic organizations, employees, the public and others encountered in the course of work.
- Communicate effectively with others both verbally, in writing, and over the telephone.
- Represent the Town in a variety of meetings.
- Use initiative in making difficult decisions.
- Recommend and implement goals, objectives and practices for providing effective and efficient services.
- Plan, organize, schedule, assign, review and evaluate the work of staff.
- Train staff in work procedures.

- Evaluate and recommend improvements in operations, procedures, policies or methods.
- Conduct complex research projects, evaluate alternatives, make sound recommendations and prepare effective technical staff reports.
- Effectively represent the department and the Town in meetings with governmental agencies, community groups and various businesses, professional and regulatory organizations and in meetings with individuals.
- Identify and be responsive to community issues, concerns and needs.
- Effectively respond to calls for service.
- Access, retrieve, enter and update information using computer terminal.
- Maintain accurate records and files of work performed.
- Organize work, set priorities, meet critical deadlines and exercise sound, independent judgment within established guidelines.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with and those contacted in the course of the work.

Education/Experience

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in business or public administration, accounting, economics or a related field. In addition, two (2) years of professional-level budgetary, programmatic, special projects and related administrative support experience.

License/Special Requirements:

- Valid Class C California driver's license at the time of appointment and a satisfactory driving record is required. This classification requires the ability to travel independently within and outside of Town limits. The incumbent is required to attend various meetings conducted during evening and weekend hours.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL ELEMENTS

Work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, employee may visit sites with exposure to loud noise levels and may be exposed to inclement weather conditions and potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representative in interpreting and enforcing departmental policies and procedures.

SALARY RANGE:

Monthly: \$