



July 2016  
FLSA: EXEMPT

## **PUBLIC SERVICES MANAGER**

### **DEFINITION**

The individual in this position is appointed position by the Town Manager and works at the pleasure of the Town Manager and may receive all direction and supervision from the Assistant Town Manager. Under general direction plans, organizes, manages, and provides direction to assigned functions and activities of the Public Services Division including energy, environmental, transit, waste management, storm water, and Household Hazardous Waste; coordinates assigned activities with other Town departments, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies, and various public and private groups; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Town Manager or designee. Exercises direction and supervision over professional, technical, and clerical staff.

### **Class Characteristics**

This is a mid-level management classification that oversees, directs, and participates in activities within the Public Services Department, including assisting in short and long-range planning and development and administration. Successful performance of the work requires knowledge of public policy, municipal functions and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the functions of the Department. The incumbent is accountable for assisting in departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

### **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.

- Assist in the management, development, and implementation of goals, objectives, policies, and priorities for the Department; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, applicable contracts, and activities of the waste management and transit programs.
- Monitors legislative and judicial developments and changes in environmental law and ensures the Town remains in compliance with all applicable standards.
- Assists in development and standardization of procedures and methods to improve the efficiency and effectiveness of waste management and transit programs; monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative, support systems, and internal reporting relationships.
- Manages and coordinates the work plan for the assigned staff; meets with staff to identify and resolve problems; ensures coverage of staff for all shifts and assignments; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates service delivery, methods, and procedures.
- Trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Attends and participates in professional group, committee, and task force meetings; stays abreast of new trends and innovations in waste management, transit programs, air quality, and environmental regulations.
- Oversees the Town's solid waste disposal, transit, energy, environmental, household hazardous waste, and recycling programs; serves as a liaison with private and public organizations, other city, county, and state agencies to address any problems, implement legal regulation changes, or determine the distribution of funds.
- Establishes and maintains positive community relations through programs, demonstrations, and public assistance regarding waste management, storm water, and transit programs; and answers specific and general questions.
- Monitors changes in laws, regulations, and technology that may affect Town or departmental operations; recommends policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and complex reports on special projects as assigned.
- Participates on and makes presentations to the Town Council and a variety of boards and commissions.
- Updates Town and other websites with upcoming events related to waste management, transit, and volunteer programs.
- Maintains and directs the maintenance of working and official departmental files.
- Performs other duties as assigned.

### **QUALIFICATIONS AND EXPERIENCE**

**Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, court decisions, and regulations, including administrative and departmental policies concerning the operation of a municipal services department.
- 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 small 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, developers, 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;
- Pertinent federal, State, and local laws and regulations;
- 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 support of goals;
- Research, analyze, and evaluate new service delivery methods, procedures and techniques;
- 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, general employees, applicants, public and private representatives, contractors, consultants, vendors, and other parties on behalf of the Town.

**Ability to:**

- 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.
- Interpret and apply Federal, State and local policies, procedures, laws and regulations.
- Exercise sound independent judgment, 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 and in writing.
- 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.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret and apply applicable Federal, State, and local laws, codes, and regulations, including administrative and departmental policies.
- 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 services.
- Access, retrieve, enter, and update information using a 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.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with employees and those contacted in the course of the work.

**Education and Experience:**

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

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration or a related field, and five (5) years of experience in municipal government, with two (2) years of considerable supervisory or administrative experience. Possession of a Master's Degree is highly desirable.

**License:**

- Valid California class C driver's license with satisfactory driving record and automobile insurance. San Bernardino County Fire Department HAZWOPER Training certification within six (6) months of appointment.

**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. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

**ENVIRONMENTAL ELEMENTS**

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, employees 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 representatives in interpreting and enforcing departmental policies and procedures.