

**TOWN OF KENNEBUNK, MAINE
POSITION DESCRIPTION**

CLASS TITLE:	Operations Manager	CODE NUMBER:	
DEPARTMENT:	Public Services	GRADE NUMBER:	
UNION:	Not Applicable	STATUS:	Exempt
DATE:	July 2017		

GENERAL PURPOSE:

Operating under general guidance from the Public Services Director and in accordance with applicable policies and procedures, oversees the construction, maintenance and repair activities of the Highway Division while ensuring the overall safety of the crew at assigned sites. Plans, schedules, and assesses daily workloads, assigns work to crews, and inspects work in progress.

The Operations Manager is responsible for supervising others in the safe and efficient operation of heavy construction equipment entailing considerable manipulative difficulty in operation.

The employee is responsible for coordinating all facility improvements and maintenance.

SUPERVISION RECEIVED:

Works under the Director but works independently. Performs complex functions requiring the exercise of broad discretion and considerable independent judgment in planning, directing, and overseeing of the daily operation and maintenance of all Public Services responsibilities. Those areas of responsibility include, but are not limited to, the following: fleet maintenance, parks, streets, sidewalks, and public structures (i.e. municipal buildings, public parking lots, public services garage.) The Operations Manager receives direction from the Director on non-routine matters as necessary.

SUPERVISION EXERCISED:

Supervises the Division of Public Services, Parks, Facilities, and all department employees and sub-contractors as necessary. As well, supervises and directs the Department Working Foremen, Heavy Equipment Operators, Truck Drivers, Fleet Mechanics, and all regular full-time and part-time Public Services employees.

JOB ENVIRONMENT

- Office work is performed under typical office conditions; frequent exposure to variable outdoor weather conditions and hazards associated with outdoor projects and facilities; required to attend meetings or direct field operations during non-business hours.
- Operates departmental equipment such as vehicles, power tools and diagnostic equipment; also operates a personal computer and standard office equipment.
- Makes frequent contact with the general public, other Town officials, state and regional government agencies, contractors and vendors; contacts are in person, by phone or in writing and involve discussing complex information; resolving service requests. Close cooperation, coordination and collaboration may be required with Town Boards and other Town departments due to overlapping projects and jurisdictions.
- Has access to Department-related confidential information; has access to Department personnel files.
- Administrative decisions should be result in high standards of service, quality construction and facilities, and improved maintenance programs, and enhance public safety. All financial decisions should avoid excessive costs and be compliant with state and Town of Kennebunk policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages, directs, plans, organizes and controls all operations (including, but not limited to, road maintenance and construction; fleet maintenance; park, athletic fields,

playground maintenance, construction, and facilities; snow and ice operations; solid waste disposal and recycling; permitting, road drainage systems) and actively participates in the administration (including but not limited to budget and financial management, procurement, employee relations, union contract adherence, personnel administration, insurance and risk management) of Public Services.

- Evaluates Public Services needs to deliver effective and cost-effective services; implements the goals and objectives as established by the Director of Public Services which shall be consistent with the policies of the Town; recommends long-term and short-term strategic plans to attain goals, provides recommendations for both short-term and long-term Public Services planning.
- Utilizes technology; such as Geographical Information Systems, Asset Management and pavement condition rating software to build short-term and long-term plans.
- Supervises a group of equipment operators and truck drivers engaged in striping, sweeping, plowing, and salting and sanding streets and roads.
- Ensures work locations are set up according to State and Federal laws and regulations.
- Responds to citizen complaints and concerns by assigning work to necessary employees, ensuring that resolution is achieved in a timely manner.
- Monitors material required for road maintenance and projects and orders inventory when needed.
- Assists in the contracting of outside contractors for purposes of winter and summer road maintenance work.
- Responds to internal vehicular and equipment accidents, assesses damage, and collects information for reports to insurance companies.
- Monitors maintenance record on fleet of vehicles and equipment, ensuring regular preventative maintenance is scheduled and performed.
- Oversees Parks Division employees in the performance of duties and maintenance of equipment.
- Participates in the preparation, recommendations and submittals to both operational and capital (including but not limited to vehicles, equipment, materials, repairs, parks, athletic fields, playgrounds and technology); participates in the management of approved budgets to ensure operations are within guidelines; routinely advises the Director of Public Services on the status of budgetary overages/shortages; develops and implements fiscal controls.
- Facilitates meetings comprised of internal Public Services employees to resolve and respond to employee or citizen complaints or concerns regarding safety.
- Orients and trains all employees on proper safety techniques and standard operating procedures regarding operation of all equipment.
- Meets with Union Shop Steward as first level of management to respond and resolve union grievance issues.
- Manages employee relations issues of work crews.
- Oversees custodial work in Public Services building and assigns special projects as necessary.
- Serves as Public Services Director on a temporary basis during his/her absence.

PERIPHERAL DUTIES:

Serves as a member on committees as directed or warranted.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) Associates degree or the equivalent of 60 college credits from an accredited college or university preferred. Graduation from an accredited technical college or university with an engineering degree or a closely related field is highly desirable, and
- (B) Five (5) years of supervisory experience or
- (C) Any equivalent combination of education and progressively responsible experience.
- (D) Must possess a valid CDL driver's license or obtain same within 12 months from date of hire,
- (E) Must be able to pass a medical/physical examination.

NECESSARY KNOWLEDGE, SKILLS & ABILITIES:

- Considerable knowledge of the materials, methods, techniques, tools, and equipment used in street, road, bridge, sewer, drainage, and building and allied construction maintenance and repair work.
- Ability to plan, organize and supervise a group of subordinates in a manner conducive to full performance and high morale.
- Ability to establish and maintain effective working relationships with other employees, subordinates and the general public contacted in the performance of regular duties.
- Considerable knowledge of Dig Safe laws, OSHA regulations, Work Zone Safety Traffic Control laws, and other applicable laws related to the Department of Public Services responsibilities.
- Considerable knowledge of the functions and operating methods of a variety of heavy and complex construction and related equipment used on various jobs, such as excavating, loading, working to grade, rolling and related work.
- Ability to read engineering plans for road construction and to follow prescribed lines and grades. Ability to inspect work of contractors in engineering and Public Services projects and to determine compliance with plans and specifications.
- Considerable knowledge of the hazards and applicable safety rules and regulations for the work, as well as operating heavy equipment.
- Ability to operate heavy equipment efficiently and safely.
- Ability to service and make minor repairs to equipment.
- Good muscular coordination, alertness, physical strength, agility and stamina, and ability to withstand exposure to adverse climatic conditions.
- Ability to communicate and get along effectively with employees.
- Associates degree or the equivalent of 60 college credits preferred; experience as a labor foreman or similar supervisory position; extensive experience in operating heavy and/or complex construction equipment.
- Valid Commercial Driver's License or the ability to obtain same within twelve months from date of hire.
- Ability to utilize computer and software necessary to accomplish the needs of this department. Has a full working knowledge of Microsoft products, and ability to read blueprints, and construction drawings.

SPECIAL REQUIREMENTS:

Must have flexibility regarding time management, have proficient interpersonal skills, and be able to deal with citizens in an effective manner.

Employee must adhere to the Town's Personnel Policy.

PHYSICAL DEMANDS:

Regular physical activity required including driving, walking, standing, stooping, pushing, and pulling. Ability to lift, carry, and position objects utilizing proper body mechanics and techniques, up to 50 lbs. above shoulders, lift and carry up to 75 lbs. and push or pull 150 lbs. Frequently exposed to outdoor climate, to include unpleasant situations with exposure to extreme elements and temperatures.

Shares after hours response, emergency work scheduling and emergency work supervision with the Public Services Director.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

*** External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**