## Job Title: Municipal Services Manager

**Department:** Public Works Department

**Immediate** 

**Supervisor:** Deputy City Manager

<b>Origination Date:</b>	04/24/2007
<b>Revision Date:</b>	11/7/2012
Job Grade	612
FLSA Status	Exempt

#### **BRIEF DESCRIPTION OF THE JOB:**

Manages the Municipal Services Division. The Municipal Services Manager is responsible for the administration and supervision of operational programs, budget, capital programs, discipline, direction of staff, development of strategic objectives, activities, and other functions relating to the construction, operation, and maintenance of department processes and facilities. Manages complex and multi-disciplinary activities, exercises independent judgment in working with division supervisors and City department managers on Municipal Services projects and issues. Coordinates activities and special projects with all departmental and City divisions. Constantly makes difficult technical and managerial decisions for the Municipal Services Division.

#### **ESSENTIAL FUNCTIONS:**

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Directs the functions of Municipal Services by providing leadership, developing and interpreting policies, and implementing programs to maintain and improve operations. Ensures safe, efficient operations of programs and facilities, including compliance with all state and federal regulations. Serves as project manager for Mu;nicipal Services. Assigns and delegates projects and activities and coordinates division business.
2	S	Administers budget by preparing annual division budget, reviewing and approving requisitions, and monitoring division expenditures. Prepares, interprets, and explains complex financial and administrative reports; reviews technical reports, budget estimates, and contracts; directs and participates in management studies, and analyzes programs and problems.
3	S	Promotes communication by interacting with other City departments, representing the City when dealing with federal, state, county, and local agencies and media regarding Municipal Services operations and issues, and serving on and leading various interdepartmental project groups, special projects, and task forces.
4	S	Demonstrates continuous efforts to improve administration operations by decreasing turnaround times, streamlining work processes, working cooperatively to provide quality customer service, and providing technical, clerical, mechanical, and physical support for divisional operations.

	Physical Strength Code	ESSENTIAL FUNCTIONS
5	S	Develops, implements, and presents various written and oral technical reports, position papers, summaries, projects, and/or COACs to Mayor and Council, City Management, other departments, or the public. Attends council meetings, workshops, and other meetings and reports on activities requested by City management.
6	S	Briefs the Deputy City Manager, the City Manager, and the Mayor and Council on matters of concern. Tracks proposed legislation and recommends the City's position on proposed legislation, regulations, and rules affecting Municipal Services. Represents the City by attending various agency and/or committee meetings.

## JOB REQUIREMENTS:

JOB REQUIREMENTS				
Formal Education/	Work requires broad knowledge in a general professional or technical field.			
Knowledge	Knowledge is normally acquired through four years of college resulting in a			
Timo wiedge	Bachelor's degree or equivalent.			
Experience	Six years experience in a related field.			
Certifications and	Valid Driver's License.			
Other Requirements				
Reading	Work requires the ability to comprehend and evaluate highly technical and			
	complex manuals, reports, documents, blueprints, and various			
	correspondence at a college level.			
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division and basic algebra.			
Writing	Work requires the ability to write clear, organized, technical, and analytical			
	memos, letters, reports, operating procedures, and other documents at a college level.			
Managerial	Semi-Complex - Work requires managing and monitoring work			
	performance of a division including evaluating program/work objectives			
	and effectiveness, establishing broad organizational goals and realigning			
	work and staffing assignments for the department.			
Budget Responsibility	Significant - Has responsibility for final approval of at least one division			
	budget and presents the budget(s) to Senior Management. Is authorized to			
	approve division budgeted expenditures for both staff and resources up to			
- · · · ·	the amount that requires the approval of Senior Management.			
Policy/Decision	Significant - The employee normally performs the duty assignment			
Making	according to his or her own judgment, requesting supervisory assistance			
	only when necessary. Projects and daily work are managed with little oversight; however, special assignments and significant work products may			
	be reviewed upon completion. Typically positions in this category are			
	supervisor to mid-management jobs.			
Technical Skills	Comprehensive - Work requires advanced skills and knowledge in			
1 common skins	approaches and systems, which affect the design and implementation of			
	major programs, solutions for highly complex issues, and/or processes			
	organization-wide. Independent judgment and decision-making abilities are			
	necessary to apply technical skills effectively.			
Interpersonal/Human	High - Interactions at this level typically result in recommendations			
Relations Skills	regarding policy development, changes in policy, and implementation of			
	policies. Interactions at this level are typically concerned with providing			
	communications at higher levels of organizational operations and may			
	utilize activities such as evaluating customer satisfaction, developing			
	cooperative associations, and allocating resources to improve work			
	operations, work quality, overall achievement of organizational goals and			
	objectives, and customer satisfaction.			

### **Physical Demands**

**Frequency Code Scale** 

	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
I	Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From $1/3$ to $2/3$ of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C		Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ File drawers</li><li>☒ Equipment</li><li>☒ Tables and chairs</li><li>☐ Hoses</li></ul>
Fine Dexterity	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Computer keyboard</li><li>☒ Telephone keypad</li><li>☒ Calculator</li><li>☐ Calibrating equipment</li></ul>	Climbing	□ N □ R ⊠ O □ F □ C	
Walking	□ N □ R □ O ⊠ F □ C	<ul><li>☑ To other departments/offices</li><li>☑ Around work site</li></ul>	Vision	□ N □ R □ O □ F ⊠ C	<ul><li>☒ Reading</li><li>☒ Computer screen</li><li>☒ Driving</li><li>☒ Observing work site</li></ul>
Lifting	□ N ⊠ R □ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Foot Controls	□ N □ R ⊠ O □ F □ C	<ul><li>☑ Driving</li><li>☐ Operating heavy equipment</li><li>☐ Operating Dictaphone</li></ul>
Carrying	□ N ⊠ R ⊠ O □ F □ C	⊠ Supplies ⊠ Equipment ⊠ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☑ On step stools
Sitting	□ N □ R □ O □ F ⊠ C	<ul><li>☑ Desk work</li><li>☑ Meetings</li><li>☑ Driving</li></ul>	Bending	□ N 図 R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li><li>☒ Making repairs</li></ul>
Reaching	□ N □ R ⊠ O □ F □ C	<ul><li>☒ For supplies</li><li>☒ For files</li></ul>	Crouching	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork ☐ Monies	Hearing	□ N □ R □ O ⊠ F □ C	<ul><li>☑ Communicating via telephone/radio, to co-workers/public</li><li>☐ Listening to equipment</li></ul>
Kneeling	□ N ⊠ R □ O □ F □ C	<ul><li>☒ Filing in lower drawers</li><li>☒ Retrieving items from lower shelves/ground</li></ul>	Twisting	□ N ⊠ R □ O □ F □ C	<ul><li>☒ From computer to telephone</li><li>☒ Getting inside vehicle</li></ul>
Crawling	⊠ N □ R □ O □ F □ C	☐ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⊠ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continued)								
Machines, Tools, Equipment and Work Aids:								
Vehicle, fax machine, copiers, printers,			radio					
	_							
Computer Equipment and S	oftwore							
Computer Equipment and S		6. O411- N	-::: X/:-:- N	∕:	4 El-		C	
Computer, Blackberry, Microsoft Office				-		_		
Facilities management software, Streets	_	ment software,	, water/wastev	vater manage	ment so	ottware, Sanita	tion/K	ecycling
management software, Key/Access Cor	trol software							
<b>Environmental Factors:</b>								
Environmental Condition	ons	Never	Seasonally	Several T	imes	Several Ti	mes	Daily
				Per Mo	nth	Per Wee	k	-
Extreme temperature								
(heat, cold, extreme temp. changes fi work)	om outside			$\boxtimes$				
Wetness and/or humidity			[D]					
(bodily discomfort from moisture)			X					
Respiratory hazards (fumes, gases, chemicals, dust and d	rt)			X	×			
Noise and vibration	111)							
(sufficient to cause hearing loss)				☒				
Physical hazards								
(high voltage, dangerous machinery, prisoners, patients – <u>not customers</u> )	aggressive			×				
prisoners, putterns <u>not customers</u> )			1					
Health and Safety Condition			ľ		,			
Health and Safety Conditions	N = Never	R = Rarel	•	ccasionally		Frequently		Constantly
	Never occurs	Less than		r more of e time	_	n 1/3 to 2/3 the time		or more of the time
Mechanical hazards		hour per we	CK UI		OI			
Chemical hazards		X		<u> </u>				
Electrical hazards		X						
Fire hazards		X						
Explosives		X						
Communicable diseases		X						
Physical danger or abuse		X						
Other (specify)								
Primary Work Location:  ☐ Office Environment ☐ Warehouse ☐ Shop ☐ Vehicle ☐ Recreation Centers/Neighborhood Centers ☐ Outdoors ☐ Other (Specify) ————————————————————————————————————								
Situationally required – vest, hard hat, safety glasses, boots, hearing protection, gloves								

## **Job Demands**

### **Overall Strength Demands:**

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

## **Non-physical Demands:**

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	X			
Emergency Situations			×	
Frequent Change of Tasks		×		
Irregular Schedule/Overtime		×		
Performing Multiple Tasks Simultaneously	X			
Working Closely with Others as Part of a Team	X			
Tedious or Exacting Work			$\boxtimes$	
Noisy/Distracting Environment			×	
Other (Describe below.)				

#### **EXPECTED BEHAVIOR:**

### Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate on teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees provide positive feedback
- Be visionary anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

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- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

#### **SIGNATURES—REVIEW AND COMMENT:**

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Department Director	Signature of Department Director	Date
	Signature of City Manager	Date
Comments:		
Comments:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.

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