

Job Description

Human Resource Use Only

Position Number:

Step/Grade - M

Effective Date: 10/2017

POSITION IDENTIFICATION

Position Title: Operations Division Manager
Division: Department of Public Infrastructure
Status: Full-Time, Exempt
Normal Workweek: Monday-Friday, subject to call-in 24/7

SUPERVISORY RELATIONSHIPS

Reports to: Director of Public Infrastructure
Directly Supervises: This position is responsible for the direct supervision of, Streets and Sanitation crews, Cemetery staff, [City Forester](#), ~~Parks staff~~, and seasonal staff for all areas listed. Also the indirect supervision of the Operations office staff.

POSITION PURPOSE

This position is responsible for administrative duties in managing, planning and directing the activities of all streets and sanitation crews, cemetery, ~~parks~~, and forestry. The major process areas include city snow and ice control, seasonal maintenance of all street systems, ~~parks maintenance and operations, city department and parks refuse collection, special event delivery and setup, city grass cutting~~, urban forestry, and cemetery operations and maintenance. City gravel pit operations, and security. Coordinates and plans work with other division managers. Responsible for after-hours incidents for all of the Department of Public Infrastructures Operations, including those not listed here. Performs supervisory work involving the use of decisive judgment and planning. This position works under the general direction of the Director of Public Infrastructure and is expected to carry out most duties of this position independently.

ESSENTIAL DUTIES

- Assists Business Manager in preparing the divisional budget and is accountable for the same
- Assists the Director and recommends 5-year plan capital improvement needs for the listed divisions
- ~~○ Formulates rental rates for parks equipment~~
- Determines work schedules, sets standards, rules, regulations and policies for this division
- Studies and analyzes the effectiveness of the departments services
- Recommends and advises in the acquisition, planning, design, construction and maintenance of all operations facilities.
- Creates and tracks measurements for organization efficiency

- Maintains training levels per CVMIC recommendations and all safety checks required by CVMIC
- Coordinates RFP preparations for division purchases and projects
- Creates and presents periodic reports to the Director of Public Infrastructure
- Develops collaboration with outside organizations to promote optimization of infrastructure work
- Knowledge of operational hazards, safety, and liability. Including consulting with the City Attorney any liability issues of the division.
- Monitors city ordinances for viability and proper application. Suggests changes as needed to the city council.
- Schedules all pertinent training for division employees
- Authorizes and schedules employee leaves and vacations
- Checks and approves time sheets
- Oversees and issues job and equipment assignments for all employees in this division, including inspecting work upon completion
- Instructs and trains (or schedules training for) employees in proper work techniques and procedures in the operation and maintenance of equipment
- Maintains complete and accurate records of department activities, personnel, services and property
- Plans, schedules, and supervises equipment changeover for seasonal work
- Responsible for the computer software programs used to administer Cemetery and Forestry operations, maintenance and operation of all Lift Stations and sanitary sewers, as well as snow and ice control and weather software related to the office and equipment.
- Responsible for on-call/after-hours duty, 24/7, for the Department of Public Infrastructure as scheduled/required
- Oversees inspection of equipment used in operations maintenance
- Enforces city ordinances
- Responds to suggestions/requests/complaints from staff and citizens and takes or recommends suitable action
- Interviews, hires and trains full-time and seasonal employees
- Handles employee conflicts, evaluates staff performance and recommends promotion, transfer, discipline or discharge
- Directs the operation of the City gravel pit
- Plans, coordinates and supervises the operation and maintenance of ~~parks, cemetery, forestry, and boulevards and special facilities such as athletic fields and playgrounds~~
- Inspects daily work assignments upon completion
- ~~Coordinates and works closely with the Zoo/Recreation Division Manager in assuring maximum use of recreation facilities~~
- Instructs employees in correct work methods and procedures for patching, building and maintenance of streets and parking lots, grading, concrete work, sewer repairs and cleaning maintenance.
- Schedules and supervises all snow and ice control operations for the city, arrange and schedule all private hires

- Oversees sewer maintenance, lift station maintenance, and SCADA radio systems for lift stations
- Oversees inspection of streets for needed maintenance and repairs
- Oversees inspection of private contractors working in the City right of way for compliance with federal, state, or local regulations
- Orders materials and supplies needed for operations maintenance, repair and construction
- Schedules and directs yard waste and brush collection operations
- Oversees dust control of gravel streets
- Oversees all traffic control aspects for the Operations Division
- ~~○ Responsible for preparing for, arranging all traffic control, and overseeing community special events~~
- Creates and maintains routes for all City street cleaning and snow and ice control operations
- Oversees street painting activities and the repair, replacement, or installation of new signs
- ~~○ Oversees the inspection of the city parks, playgrounds, and other facilities and equipment regularly and develops a report and maintenance schedule for the necessary repairs, replacements, and damages~~
- ~~○ Coordinates and oversees parks restroom cleaning and stocking~~
- Oversees the maintenance of city owned trees by pruning, fertilizing, and watering
- ~~○ Assists in preparation of and oversees any Park's contracts as assigned~~
- Oversees compliance with tree ordinance
- Project management for the operations division is exercised over all aspects of this position.
- Must understand and apply ADA guidelines when needed
- Responsible to ensure an operational fleet is maintained for Streets, ~~Parks~~, and Cemetery
- Ensures that Buildings and Grounds Division is maintaining Operations equipment to a satisfactory level
- Prepares specifications, recommendations, and reports on types of new equipment or replacement equipment and costs involved, then coordinates purchase through the Buildings and Grounds Manager
- ~~○ Responsible for playground equipment inspection program. Including repairs or replacements~~

OTHER DUTIES

- Attend council and committee meetings as required
- Serves on various committees and organizations, city and private.
- Other related duties as assigned

MINIMUM POSITION QUALIFICATIONS

Qualifications: An Associate's Degree in a related field preferred. Five (5) years' experience in a leadership role related to the following: ~~Park~~, forestry, cemetery, ~~zoo maintenance~~ or related field, civil engineering or

business and administration, street and public works construction or maintenance. Consideration will be given to candidates possessing a combination of education and experience which provides the required knowledge, skills and ability, as deemed appropriate by the City.

Certifications/Licenses: Must possess a valid Wisconsin Driver's License
Commercial Driver's License or ability to obtain one
Certified Worksite Traffic Supervisor – preferred but not required
~~CLP – Certified Leisure Professional – preferred but not required~~

KNOWLEDGE, SKILLS, & ABILITIES

Demonstrates knowledge of proper operation of all department equipment, including but not limited to trucks, front end loaders, plows, rollers, and pumps; exercises good judgment to make decisions and direct the daily work assignments of all laborers, be dependable, and communicate effectively with the staff and the public; knowledge of vehicle mechanics and repair methods; knowledge of automotive parts and equipment; awareness of occupational hazards and necessary safety precautions; computer knowledge; knowledge of hazardous waste and disposal thereof; knowledge of ~~parks~~, forestry, and cemetery. This position must also have the ability to work with the public in a positive manner; ability to apply situational reasoning by exercising good judgment, decisiveness and creativity in complex situations when dealing in a sometimes confrontational environment; ability to add, subtract, multiply, divide, calculate percentage, fractions and decimals; interpret statistical data; ability to use and comprehend the metric system; ability to effectively communicate in both written and verbal form and work with superiors, subordinates, and the general public on all related matters concerning all divisions of the Public Infrastructure Department; written skills include the ability to communicate to all staff, elected officials and all community members; verbal skills include the ability to direct all employees under this individual's direct supervision, and all other employees as required including the general public; maintain cooperative relationships with community agencies; ability to speak to community groups about department facilities and events; vision abilities include distant and close vision, depth perception, focus and nighttime vision required during extended night-time operations.

BACKGROUND CHECKS

Condition of Employment

PHYSICAL DEMANDS

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Manual Dexterity: This position is required to sit, stand, walk, use both hands to touch, grasp, and feel.

Physical Effort: The employee must regularly lift and/or move items up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 75 pounds.

Working Conditions: The individual in this position is exposed to varied and extreme weather conditions and must have the ability to traverse rough and uneven terrain on a regular basis. The noise level in the office is moderate, when directing or working with crews the noise level will be higher whenever heavy equipment is being utilized. Accepts duty responsibility on weekends, holidays and through the week, 24/7, for the Department of Public Infrastructure as scheduled/required.

This position description has been prepared to define the general duties of the position, provide examples of work and to detail the required knowledge, skills and abilities as well as the acceptable experience and training for the position. The description is not intended to limit or modify the right of any supervisor to assign, direct, and control the duties of employees under supervision. The City of Manitowoc retains and reserves any and all rights to change, modify, amend, add to or delete from any portion of this description in its sole judgment.

This job description is not a contract for employment.

The City of Manitowoc is an equal opportunity employer, in compliance with the Americans with Disabilities Act. The City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.