



CITY OF CITRUS HEIGHTS

OPERATIONS MANAGER

DEFINITION

To plan, organize, direct and coordinate the activities of the Solid Waste, Traffic Safety, and Animal Services Divisions within the General Services Department; to provide a high level of response to community concerns regarding division operations including, waste reduction, refuse and recycling collection, residential and commercial solid waste programs, hazardous materials reduction, animal services, and traffic safety; and to provide highly complex staff assistance to the Director of General Services.

DISTINGUISHING CHARACTERISTICS

The Manager level recognizes positions that provide full line and functional management responsibility for a division or program area within a department. Assignments are broad in scope and require the use of independent judgment and initiative in resolving complex administrative issues and making technical decisions and policy recommendations of considerable difficulty. The incumbent coordinates activities with the needs of personnel in other City departments and community groups.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the General Services Director.

Exercises direct supervision over assigned supervisory, professional, technical and office support personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Administer, direct, and review program area(s) to meet organizational objectives and goals.

Develop and implement division goals, objectives, policies and procedures; assist in development of General Service's departmental goals, objectives, policies and procedures; and provide highly complex management assistance to the General Services Director.

Analyze policies, government regulations, and legislation to develop new program policies and plans or revise existing program policies and procedures.

Analyze statistical data and reports to identify and determine causes of problems and develop recommendations for improvement of organization's systems, procedures, or programs.

Analyze and interpret results of studies, and prepare reports detailing findings, recommendations, or conclusions and determine areas requiring additional resources and new program implementation.

Consult with and advise government officials and staff, civic bodies, and other agencies on legislative, policy and program issues.

Direct preparation and distribution of written and verbal information to inform management and employees of program and administrative policies and procedures.

Monitor progress of program objectives that affect the quality and level of services provided and the program's success. Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.

Provide management to program staff through consultation, supervision, and liaison activities. Plan, prioritize, assign, supervise and review the work of staff involved in assigned operations; provide or coordinate staff training.

Prepare requests for proposals and participate in evaluation and selection of vendors. Prepare and monitor contracts and agreements; prepare specifications and contracts for services.

Direct, oversee and participate in the development of the division work plan; assign work activities, projects and programs; monitor work flow, review and evaluate work products, methods and procedures.

Prepare the division budget; assist in departmental budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; conduct performance evaluations; work with employees to correct deficiencies; and implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the General Services Department.

Monitor changes in laws, regulations and technology that may affect division operations.

Answer questions and provide information to the public, especially regarding animal services operations, traffic safety, and solid waste operations; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain effective working relationships with co-workers, other City employees and the public using principles of good customer service.

Participate in committees or on special projects, as assigned.

Attend work or project related meetings outside of normal work schedule, when requested.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of traffic safety, solid waste operations, and animal control services.

Equipment, tools and materials used in animal control services and vehicle fleet maintenance.

Principles of contract management and oversight.

Principles and practices used in the evaluation, analysis and implementation of effective, division operations.

Principles and practices of leadership, motivation, team building and conflict resolution,

Principles of supervision, training and personnel management.

Contract specifications, bidding, administration and management.

Principles of budget monitoring.

Principles and methods of effective project management.

Principles and practices of customer service and conflict resolution.

Techniques and principles of effective interpersonal communication.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Event configurations, event set-up, production, and changeover procedures.

Ability to:

Organize and direct division operations.

On a continuous basis, know and understand all aspects of the job; analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes;

observe performance and evaluate staff; problem solve division related issues; and explain and interpret policy.

Perform the most complex work of the division.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Exercise independent judgment and initiative; manage projects and multiple priorities effectively.

Manage and coordinate services of contractors.

Assist in the development and monitoring of an assigned program budget; project, track and reconcile expenses.

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Use analytical skills to problem solve and determine appropriate corrective actions.

Interpret and explain pertinent City and department policies and procedures.

Manage safety programs related to assigned areas of responsibility; investigate accidents; develop preventative and corrective action plans; store and use chemicals safely; and train staff in safety practices.

Assist in the development and monitoring of an assigned program budget; process and reconcile bills and invoices for assigned operations.

Supervise, train and evaluate personnel.

Develop and recommend policies and procedures related to assigned operations.

Be available to respond to emergency or unusual conditions that may occur after regular working hours; be available to provide guidance to field staff responding to after-hours emergency or unusual conditions.

Organize, prioritize, and manage workload and timelines for self and others.

Plan, organize, direct, coordinate and review the work of self and assigned maintenance, and support staff.

Plan work schedules to minimize impact on facility users.

Use computer as needed for project management, recordkeeping, communication and documentation.

Prepare clear and effective financial, statistical, and narrative reports, correspondence, policies, procedures and other written material.

Perform arithmetical calculations accurately and quickly.

Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.

Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.

Foster an environment that embraces diversity, integrity, trust and respect.

Be an integral team player, which involves flexibility, cooperation and communication.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Use principles of effective field and office safety including use of equipment in a proper and safe manner, use of preventative personal ergonomic techniques, and maintenance of safe housekeeping in personal and common workspaces.

Communicate clearly and concisely, both orally and in writing.

Operate a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

Four years of increasingly responsible experience in city government, management and administration including one year of responsibility in a lead role.

Training:

Equivalent to the completion of a Bachelor's degree with major course work in business administration, public administration or a related field.

License or Certificate:

May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at desk for long periods of time; intermittently twist, bend and reach to investigate field issues; push and pull equipment; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 30 pounds or less.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

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