

PUBLIC SERVICES MANAGER

Salary Range 12: (Management Salary Schedule)

DEFINITION

Under general direction, plans, organizes, directs, supervises, and administers the activities of the Facilities and GIS divisions; provides expertise and oversight in program elements for the organization; coordinates section activities with other divisions or departments; provides technical support and highly complex assistance to the Public Services Director and others; performs a variety of professional and technical level tasks relative to assigned areas of responsibility; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is single position management-level classification responsible for managing the programs and activities of the GIS and Facilities Divisions. The incumbent is responsible and accountable for accomplishing department/division goals, and for furthering City goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports directly to the Public Services Director or designee and directly supervises assigned professional, technical, and administrative staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

Duties may include, but are not limited to the following:

- Plans, organizes, supervises and manages the activities of staff in the Facilities and GIS Divisions.
- Assists with the development and implementation of goals, objectives, policies, and priorities for the GIS and Facilities Divisions.
- Participates in the development and administration of the department budget.
- Manages the development, operation, and maintenance of the City's geographic information system and strategic plan, including defining requirements, tasks, and resource assignments, ensuring that approved quality levels and deadlines are met.
- Manages GIS-related teams of City staff and vendors to ensure that GIS project objectives and time lines are met.
- Ensures development and maintenance of the City base map and associated layers.
- Evaluates work techniques and methods for conformance with desired standards.
- Acts as project manager for projects involving land database development.
- Coordinates the selection and acquisition of materials/equipment; authorizes capital purchases; prepares bid specifications for applicable division projects; directs the ordering of supplies and materials.
- Plans, coordinates and supervises a comprehensive preventive maintenance program for assigned divisions.
- Plans, organizes, directs, assigns, evaluates, and coordinates the work for ongoing facility

maintenance and alterations/improvements performed by a variety of trades/crafts, mechanical, custodial as well as professional, technical, and clerical personnel.

- Coordinates and reviews construction and improvement plans for consistency with City standard specifications and details and long-term maintenance and life-cycle costs.
- Reviews all space and alteration/improvement requests, makes technical recommendations, and establishes funding for the requests.
- Oversees inspections of all aspects of facilities maintenance to ensure compliance with established policies and procedures, safety protocols, and established standards of service.
- Implements facility energy conservation measures as appropriate to include remodels and construction projects.
- Develops or assists in the development of product and contract specifications, and the procurement of supplies, tools, and equipment.
- Oversees a variety of special projects; prepares a variety of reports, manuals, procedures, and publications; conducts policy and legislative analysis.
- Implements project deliverables, emphasizing quality, productivity, and consistency; negotiates effectively with team members to define team goals, work content, and schedules; establishes and maintains clear communication on project status, change, progress, and results with the project team, department management, and others; coordinates programming, design, review, and implementation activities with affected City departments and outside agencies.
- Monitors compliance with various inspection and reporting requirements.
- Interprets and applies provisions of laws, rules, and regulations related to division matters.
- Develops policies, procedures, standards and ordinances to ensure compliance with applicable laws and regulations.
- Interprets and advises staff on applicable laws, regulations, policies and procedures.
- Coordinates Facilities and GIS Divisions activities with other divisions, departments, governmental agencies, and outside organizations as appropriate.
- Analyzes new and complex project-related problems and effects innovative solutions; evaluates, enhances, and improves existing procedures and processes, as appropriate.
- Identifies, eliminates, and/or minimizes solution, project, and business risk; confers with team members to articulate, compare, and implement solutions and alternative approaches based upon project management principles; performs activities to enhance customer satisfaction and financial baseline of the project; exercises accountability for project results as committed; interfaces directly with the management staff of client departments.
- Monitors the training of employees in applicable work procedures, standards and safety practices, and reviews work in progress or upon completion for compliance with standards.
- Interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends disciplinary action.
- Manages, reviews and approves employee work schedules, overtime, vacation, sick leave and time cards; conducts staff and safety meetings.
- Participates in Public Services management meetings and works with managers and staff to resolve policy, procedural, or operational issues.
- Prepares and maintains a variety of records, reports, and correspondence related to division activities.

- Attends and/or makes presentations at council, interagency, committee, and other meetings and conferences.
- Acts on behalf of the Director when needed.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of building and custodial maintenance, repair and operation of major types of building equipment including methods, materials, and tools used in the operations, maintenance, and repair of building support systems, buildings, and grounds
- ESRI ArcGIS software and other GIS related software, Autodesk software, basic networking concepts, and SQL server databases
- GIS program administration and procedures
- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Principles and practices of safety management and training
- Occupational hazards and standard safety precautions necessary in the workplace
- Principles of project performance measurement, systems analysis, and statistical measurement
- Research techniques, methods, and procedures
- Principles, practices, and methods of administrative and organizational analysis; principles and procedures of financial record keeping and reporting
- Applicable Federal, State, and local laws and regulations; Citywide, Public Services Department, and other City departments' policies and procedures
- Methods and techniques of project management including budgeting and scheduling, development of project charters, risk assessment/management, staff resource leveling, business requirements definition and analysis
- Appropriate initiation, planning, execution, control, and closing of project deliverables.
- Tactics utilized to meet competitive challenges and initiate project changes, if needed.
- Sound principles and practices of public administration, governmental budgeting, personnel administration and supervision, analytical procedures, and current office management methods and practices

Ability to:

- Plan, organize, assign, supervise, review, and evaluate the activities of program areas within the Facilities and GIS Divisions
- Plan, organize, and direct operations of building and custodial maintenance; maintain a large group of public buildings and grounds including complex building support systems involving heating ventilation, refrigeration, air conditioning, electrical, elevators, and mechanical systems
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards
- Coordinate division activities with other City departments and agencies as required
- Read, interpret, and apply technical written materials and applicable laws, rules, and regulations

- Plan, organize, and implement maintenance, repair and replacement programs for applicable divisions
- Prepare specifications and requests for proposals
- Analyze complex problems, evaluate alternatives, and make sound recommendations related to division activities
- Prepare and administer a departmental budget
- Prepare and present clear, concise and logical written and oral reports
- Plan, organize, supervise, review, and evaluate the activities of personnel in the assigned program areas
- Ensure project compliance with Federal, State and local rules, laws and regulations
- Perform complex technical research, and prepare and analyze technical and administrative reports, statements and correspondence
- Independently analyze situations and data and develop logical conclusions, and make sound recommendations
- Conduct, prepare and present special studies related to assigned operations
- Analyze financial data and reports; prepare and present technical reports, requests for proposal, contracts and agreements
- Plan, coordinate, prioritize and perform a variety of complex and sensitive projects
- Communicate clearly and concisely, both orally and in writing
- Represent City policies and programs with other governmental agencies and the general public as directed
- Use computer technology and applications in the performance of daily activities
- Establish and maintain cooperative working relationships with those contacted in the course of work
- Use tact, initiative and independent judgment within established procedural guidelines.
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications

A typical ways of gaining the knowledge and skills outlined above is:

Equivalent to a bachelor's degree with major course work in public or business administration, finance, economics, engineering, construction technology, information technology, or a related field and three (3) years of increasingly responsible experience in public administration, administrative analysis, public services maintenance and construction, or budgetary/fiscal control including at least one (1) year in a senior administrative/supervisory capacity.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C license or higher is required at the time of appointment. Individuals who do not meet this requirement will be reviewed on a case-by-case basis.

Physical Requirements:

Incumbents appointed to this class must have the mobility to work in a standard office or field environment, use standard office equipment and attend off-site meetings; intermittently operate a motor vehicle on surface streets with occasional exposure to weather conditions, and construction and traffic hazards; mobility to traverse uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform fieldwork; intermittently sit at desk for long periods of time; lift light to moderately heavy weights; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone; manual dexterity to operate small equipment, tools and standard office equipment and supplies, and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.