

STREETS/TRAFFIC OPERATIONS MANAGER

Salary Range: 12 (Management Salary Schedule)

DEFINITION

Under general direction from the Director of Public Services, plans, organizes, directs, coordinates, and evaluates the programs, activities, and staff of the Traffic Signal and Street Lighting, and Streets Landscaping Divisions within the Public Services Department; provides technical support and highly complex assistance to the Director of Public Services and others; performs a variety of technical tasks related to assigned areas of responsibility; performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position management level classification responsible for planning, organizing, directing, coordinating, and evaluating the programs, activities, and staff of the Traffic Signal and Street Lighting and Streets Landscaping Divisions within the Public Services Department. The incumbent is expected to accomplish the full range of duties with only occasional instruction or assistance as unusual or unique situations arise, while exercising sound decision making and independent judgment.

SUPERVISION RECEIVED AND EXERCISED

The incumbent reports directly to the Director of Public Services or designee, and has responsibility for providing direct and indirect supervision over assigned personnel.

ESSENTIAL DUTIES, KNOWLEDGE, AND ABILITIES

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

- Plans, organizes, directs, coordinates, and evaluates the programs, activities, and staff of the Traffic Signal and Street Lighting and Streets Landscaping Divisions within the Public Services Department which includes, streets, traffic signals and lighting, open spaces, right-of-way, creeks, and vegetation; implements improvements and modifications within assigned areas of responsibility; conducts research and prepares a variety of technical and administrative reports on operations and activities.
- Assists with the development and implementation of goals, objectives, policies, procedures, and work standards.
- Plans and supervises the training of assigned staff in the proper use and safe operation of equipment and materials and the accepted methods of performing maintenance duties.
- Participates in the preparation, monitoring and administration of the budget for assigned areas of responsibility; determines and recommends equipment, materials, and staffing needs for assigned projects.
- 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.
- Trains assigned employees in work procedures, standards and safety practices.
- Prepares and inspects in-house and contract work for compliance with policies and procedures, plans, specifications and standards of quality and safety.

- Interprets and advises staff on applicable laws, regulations, policies and procedures.
- Coordinates division activities with other departments, divisions, governmental agencies and outside organizations, as appropriate.
- Builds and maintains positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Responds to difficult or sensitive complaints and requests for information from the public and City staff.
- Represents the division to outside agencies and organizations; participates in community and professional groups and committees; attends and/or makes presentations at council, interagency, committee, and other meetings and conferences.

EMPLOYMENT STANDARDS

Knowledge of:

- Administrative principles and methods, including goal setting, program and budget development, implementation and control, personnel management and supervision
- Principles and practices of road construction, maintenance and repair
- Operation, function, and proper use of heavy equipment and tools used in areas of responsibility
- Principles and practices of traffic signs, traffic markers, traffic signals and lights maintenance, and electrical systems
- Equipment, tools, and materials used in maintenance activities and services related to traffic control systems, signage and lighting, streets, open spaces, right-of-way, creeks, and vegetation
- Applicable federal, state and local laws, ordinances, regulations, and guidelines relevant to assigned duties
- Principles and practices of work safety
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, and for providing a high level of customer service
- English usage, spelling, vocabulary, grammar, and punctuation
- Office practices, methods and equipment, including a computer and applicable software.

Ability to:

- Plan, organize, direct, coordinate, and evaluate the programs, activities, and staff of the Traffic Signal and Street Lighting, and Streets Landscaping Divisions within the Public Services Department
- Understand, interpret, and apply complex rules, regulations, laws and ordinances
- Develop and administer policies, standards, programs, and procedures
- Recognize and analyze problems, evaluate options, understand the impact and consequences of decisions, make sound recommendations, and initiate actions within established guidelines
- Read, analyze, evaluate, prepare and summarize written materials and statistical data, including reports, financial reports and budgets

- Analyze legislation to determine the impacts to the City, and make recommendations to ensure the City's compliance with the existing regulations
- Analyze complex problems, evaluate alternatives, and make sound recommendations related to areas of responsibility
- Develop cost estimates for supplies and equipment
- Administer contracts and monitor contract performance
- Train, motivate, and evaluate assigned staff
- Operate modern office equipment including computer equipment and software programs
- Communicate effectively, both orally and in writing, and make effective public presentations.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines
- Establish and maintain effective working relationships with those contacted in the course of work
- Meet the physical requirements to safely and effectively perform the assigned duties

Minimum Qualifications:

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

- Equivalent to the completion of the twelfth (12th) grade supplemented by specialized training in construction technology, **AND**
- Six (6) years of increasingly responsible experience in street maintenance operations, including at least three (3) years of supervisory experience.

GENERAL QUALIFICATIONS**License Requirements**

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

Physical Requirements

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and work in the field, on City streets and roadways, and at substantial heights; strength, stamina and mobility to perform medium physical work, operate varied hand and power tools and construction equipment; vision to read printed materials and a computer screen; color vision to determine correct colors for street and traffic signs, signals and markings; hearing and speech to communicate in person and over the telephone or radio; ability to perform field work that requires frequent walking at construction site areas to identify problems or hazards; finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment; ability to bend, stoop, kneel, reach, and climb to perform work and inspect work sites; lift, move, and carry

materials and equipment weighing up to 50 pounds, and heavier weights with the use of proper equipment.

Working Conditions

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances; and partially work in the field and are occasionally exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, substantial heights, vibration, confined workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures. The incumbent may be required to work various shifts on evenings, weekends and holidays, and participate in after-hours on-call assignments.

FLSA: E

This job specification should not be construed to imply that these requirements are 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.

Adopted: September 2018