

PUBLIC SERVICES MANAGER - ADMINISTRATION

Title: Public Services Manager (Administration)	FLSA Status: Exempt	Supervisory Responsibilities: Yes
Reports to: Assistant City Manager (or designee)	Department Public Services – Engineering and Administration	Date Created/Last Evaluated: May 2018
<p>Summary Performs difficult skilled administrative work providing oversight and support for administrative and business functions related to Public Services areas: Recycling and Waste, Streets, Engineering, Fleet Services, Water Resources and Public Works Maintenance and Construction.</p>		
<p>Qualification Requirements <i>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</i></p>		
<p>Minimum Qualifications</p> <ul style="list-style-type: none"> • Requires graduation from an appropriately accredited college or university with two year associate’s degree in business or related field; Bachelor’s degree preferred; • Three to five years’ experience in professional office work, customer service, material and supplies acquisition and inventory; • An equivalent combination of education and experience may be considered; • Some supervisory experience a plus; • Thorough knowledge of standard office practices, procedures, equipment, computer software and customer service techniques; • Thorough knowledge of business English, spelling and arithmetic. 		
<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Knowledge of modern business management and administrative principles, practices, and techniques; • Knowledge of effective supervisory and motivational practices; • Some knowledge of governmental and FEMA accounting practices; • General knowledge of the organization and functions of City government; • Working knowledge of office technology, equipment, and applicable software applications; • Comprehensive technological skills and knowledge of electronic correspondence, word processing, spreadsheet, and technical department specific software applications; • Ability to organize work flow and coordinate activities; • Ability to work regularly with a strong work ethic; exhibit exceptional initiative, dependability and the resolve to lead and manage in a fast paced and rapidly changing work environment; • Ability to plan and supervise the administrative and customer service work of others; • Ability to exercise initiative and independent judgment; • Analytical ability and inductive thinking to adapt policies, procedures and methods to fit unusual and complex situations; • Ability to create databases to compile necessary information for annual reports; • Ability to compile professional business correspondence, update website and provide exceptional customer service; • Ability to understand and apply governmental accounting practices in maintenance of records; • Strong analytical and critical thinking skills to perform detailed and accurate financial and data analyses; • Ability to collaborate, independently solve problems and initiate decisions within scope of responsibilities, communicate, direct and implement effectively; • Ability to comprehend and deal with a variety of complex records and transactions in an expedient and accurate manner; • Ability to adjust to rapidly changing business environment and technologies, which requires continual education and adaptation; • Ability to create and maintain integrity of confidential files and electronic transactions; • Ability to communicate effectively orally and in writing; • Ability to communicate with others tactfully and courteously over the phone and in person utilizing professional customer service skills; • Ability to establish and maintain effective working relationships with associates, subordinates, management and the general public. • Ability to maintain a welcoming and inclusive workplace through positive modeling, mentoring, fostering a culture of respect for all, and valuing the differences and contributions of all team members. 		
<p>Supervisory Responsibilities Supervises, trains and evaluates staff and has substantial influence in hiring and other employment decisions.</p>		
<p>Essential Functions</p> <ul style="list-style-type: none"> • Responsible for effective leadership to manage customer relations and business operations for the Public Services areas of the City of Lexington with goal to achieve optimal performance, accuracy of information, and continuity of service levels; ensure excellent customer service and interdepartmental cooperation; and maximize technological advances in a rapidly changing business environment; • Review and approve Purchasing card transactions for Public Service departments; • Review, approve and transmit Payroll timesheets for Public Service departments; 		

- Organizes the annual budget process for Public Service operational areas, including the development of Five-Year Financial Forecast Plan, Revenues, and Expenditures; ensure all budgets, revenues, etc., are entered in the MUNIS financial system; review and analyze monthly budget reports with administrative team and consult with operational departments as needed;
- Review and analyze Fleet Services Motor Pool inventories, fuel card program, work orders and monthly cost allocation reporting; coordinate with Risk Management to determine all vehicles and equipment are sufficiently insured;
- Update and account for work order databases to compile necessary information for annual reports, customer service needs, Powell Bill and FEMA reimbursements, etc.;
- Responsible for administrative oversight to ensure all databases, computer programs, etc., used for administrative functions are current, up-to-date with adopted rates, employee hourly rates, along with any additional financial information required to effectively provide the Finance Department with accurate financials;
- Review, revise, create and develop website information for Public Service areas;
- Monitor revenues for Public Service areas; work in partnership with Finance and Operations departments to recommend rate increases; work in partnership with Customer Service in Cayenta CIS program to ensure accurate billing;
- Complete the annual review/evaluation process for Public Services Administration team members, develop and establish goals, training requirements, and professional development needs for performance reviews;
- Serve as leadership liaison with Management and Public Service business operations;
- Respond to inquiries related to Public Service areas and other City functions exhibiting extraordinary professionalism, communication, phone etiquette and customer service techniques;
- Work in conjunction with Utility Administration, Customer Service and Risk Safety during catastrophic events, inclement weather and emergencies, including FEMA requirements;
- Other administrative duties/functions as assigned.

Physical Demands

This is sedentary work requiring the exertion of up to 10 pounds of force frequently and up to 20 pounds of force occasionally to move objects. Work requiring reaching, standing, sitting, grasping with the whole hand and fingering and repetitive motions of the fingers and wrist. Communication is required to perceive information by telephone and in person. Visual acuity is required to prepare and analyze written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

Work Environment

The worker is not subject to adverse environmental conditions. The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms and vehicles. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals are minimally required. Some mental effort and stress is involved resulting in frustration or inconvenience.

Special Requirements

Ability to utilize MUNIS financial software, Cayenta customer information system database, RTA Fleet Management, Lotus Approach and CityWorks, Atlas 360 inventory RFID database, Website content management system, and Microsoft Office.

Worker is on-call during storms or winter weather and may be exposed to difficult customers.

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 the position. All employees may have other duties assigned at any time.