

Public Services Director

Title: Public Services Director	FLSA Status: Exempt	Supervisory Responsibilities: Yes
Reports to: City Manager (or designee)	Department Public Services – Engineering and Administration	Date Created/Last Evaluated: Aug 2019
<p>Summary Performs complex professional, technical and administrative work planning, organizing and directing a variety of public services and activities such as administration, recycling and waste collection, transportation, fleet services, etc. with assignments contingent upon organizational needs.</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"> • Combination of education and experience equivalent to graduation from an accredited college or university with major course work in public or business administration, civil engineering, environmental engineering or closely related field; • Considerable progressively responsible experience in public services, utilities, or a closely related field; • Considerable supervisory and administrative experience; • A combination of education and experience may be considered; and • Valid NC driver’s license and good driving record. • Professional certification(s) in some areas of responsibility is a plus (i.e. professional engineering certification in the State of North Carolina, APWA, Solid Waste Association of North America (SWANA) certification). 		
<p>Knowledge, Skills and Abilities</p> <ul style="list-style-type: none"> • Comprehensive knowledge of the principles and practices of public service delivery and administration, planning and construction. • Comprehensive knowledge of related City policies, state and federal laws and regulations. • Thorough knowledge of the equipment and materials used in construction, transportation, buildings and grounds, refuse collection, recycling, and fleet management; • Considerable knowledge of the principles and practices, laws and regulations relating to supervised functions. • Working knowledge of related engineering principles and practices. • Adept in the use of technology, associated software packages, hardware, and peripheral equipment. • Ability to supervise employees and subordinate supervisors including effective communication, motivation, staffing, discipline and performance coaching and evaluation to produce high performance. • Ability to prepare complex and detailed records and reports. • Ability to present complex ideas and topics effectively in oral and written form. • Ability to exercise initiative and independent judgment. • Ability to recognize legal implications and involve appropriate officials and counsel. • Analytical ability and inductive thinking to adapt policies, procedures and methods to fit unusual and complex situations. • Ability to meet and deal courteously with the media and the public, exhibiting extraordinary professionalism and customer service skills. • Ability to establish and maintain effective working relationships with City officials, managers, employees, media, stakeholders and customer relations. • Ability to demonstrate responsiveness, reliability and professionalism as key city ambassador. • 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 Responsible for leading, directing, training, coaching and counseling, evaluating and being accountable for the work of staff; and has substantial influence in hiring and employment decisions. Ability to maintain welcoming and inclusive workplace through positive mentoring, valuing and maximizing the contributions of all team members.</p>		
<p>Essential Functions</p> <ul style="list-style-type: none"> • Plans, organizes, directs, and administers the activities of public services departments; ensures coordination of activities with other divisions and departments. • Advises officials on public services projects and activities; participates in plan review to ensure quality and proper layout and maintenance of streets and drainage systems. • Researches, recommends and implements operational changes and improvements. • Responsible for the development, preparation and reviewing of division operating and capital budgets; monitors and approves expenditures. • Directs studies to assess current operations and determines future needs. • Performs selection, promotion, training, counseling and disciplining of department personnel; meets frequently with subordinate supervisors to mentor, coach and solve more complex problems; sets priorities and deadlines and provides guidance and direction. • Makes field inspections of division projects to review progress and ensure quality. 		

- Engages in considerable personal contact with citizens concerning service request and complaints; investigates and decides or recommends actions; coordinates projects with other divisions and departments.
- Insures that proper records are maintained for departments' operations; analyzes trends and work orders for effective decision making.
- Researches, plans and implements changes in regulations on solid waste disposal, recycling, safety and other related issues.
- Plans, organizes and monitors a variety of contracted work such as street resurfacing, sidewalk or drainage construction projects; cemetery construction; buildings and grounds maintenance projects; coordinates with engineers and contractors.
- Negotiate and resolve sensitive and controversial issues.
- Respond to inquiries and complex issues from City officials and the general public exhibiting extraordinary professionalism, communication and customer service techniques.
- Attend and present information to City Council, staff, and professional meetings as necessary.
- Directs and implements inclement weather and emergency plans and adaptive required services.
- Ensures departments are maintaining safe and clean work locations.
- Perform related work as required.

Physical Demands

Requires exerting 20 pounds of force or less frequently to move objects and up to 50 pounds of force occasionally. Physical activity related to this position may include climbing, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, and repetitive motions. Sufficient visual acuity is required to visually inspect small parts involved in the operation of machines and determine if small defects are present, prepare and analyze data and figures, use a computer terminal, and do extensive reading. Requires ability to walk long distances and over uneven surfaces. Communication is required to exchange information and ideas in person and by telephone. Hearing is required to receive detailed information and to make fine distinctions in sound. Visual acuity is required for depth perception, color perception, night vision, peripheral vision, for preparing and analyzing written or computer data, to operate motor vehicles, to determine accuracy, neatness and thoroughness of work and to observe general surroundings and activities. Considerable mental effort and stress are involved which could result in discomfort and ineffectiveness.

Work Environment

The worker is subject to inside and outside environmental conditions including extreme weather conditions and temperatures. The worker is subject to noise and hazards associated with working around moving traffic.

Special Requirements

This position may be considered safety sensitive as defined by the Drug and Alcohol Free Workplace Policy. Travel is primarily local during the business day, although some out-of-area and overnight travel is expected. Position is essential as defined by the Inclement Weather Plan.

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.

* U.S. DOL, *The revised handbook for analyzing jobs (Washington, D.C.): U.S. Government Printing Office, 1991.*