

PUBLIC SERVICES DIRECTOR

General Statement of Duties

Performs difficult professional, administrative and managerial in directing the varied public utilities and public works services for the Town.

Distinguishing Features of the Class

The employee in this class is responsible for planning, organizing, and directing work of the employees engaged in public works and utilities systems installation, construction, maintenance, and repair. Work includes streets, landscape maintenance; storm water management; water distribution and wastewater collection systems; and lift stations operation and maintenance. Work involves providing technical guidance and support to management, elected officials, various boards and commissions, and Town staff. Work also involves long range planning for infrastructure needs, regulatory compliance, and service excellence; preparation and administration of capital and operating budgets and oversight of capital improvement projects; addressing citizen issues and problems; and staff hiring and management. Work requires strong management knowledge and skills in budgeting, staff management, some engineering specifications knowledge, project management skills, and knowledge of personnel and supervisory principles, practices and laws and regulations. Work subjects employee to inside and outside environmental conditions while construction projects are in process. The employee may be exposed to noise, equipment, fumes, and other possible safety hazards when inspecting projects. Considerable tact and courtesy are required in frequent public contact. Work is performed under direction of the Town Manager and is evaluated through periodic conferences, written reports, and public acceptance of the utilities services and quality of water. This position has been deemed Safety Sensitive.

Duties and Responsibilities

Essential Duties and Tasks

Researches and recommends long range plans and strategies for meeting citizen service needs; plans for short and long-range development of the water distribution and wastewater collection systems, streets construction and maintenance; and maintenance and repairs or replacement of equipment; plans and projects related continuation and capital improvement budgets including contracts and internal projects.

Researches and recommends policy and changes to the Town Manager; identifies improvements in systems and work methods and implements; researches regulatory changes and ensures compliance.

Plans, manages and administers budget; oversees and approves expenditures; reviews invoices daily for purchases and reviews monthly statements from finance; consults with and/or keeps Town Manager informed on major expenditures; develops and administers grants.

Advises the Town Manager, elected officials, and various boards on a wide variety of public works and utilizes matters; constructions, improvement, capacity management, environmental compliance, citizen and intergovernmental relations; responds to citizen inquiries and complaints regarding infrastructure and development issues; attends staff meetings and Council meetings to make presentations, and/or advise as needed.

Reviews and prepares plans and specifications for construction projects and developments; coordinates changes with contractors; monitors compliance with plans and specifications during the construction process; administers a wide variety of contracts.

Reviews site plans for development and ensures construction meets Town needs; participates in technical review of all projects in the Town, public and private.

Manages and supervises personnel through subordinate supervisors; selects, hires, and promotes personnel in collaboration with the Town Manager; ensures appropriate training and maintenance of certifications, ensures staff performance excellence; meets frequently with subordinate supervisors to solve more complex problems; sets priorities and deadlines, and provides guidance and direction on daily and weekly basis to division supervisors; oversees and conducts performance evaluations, and handles disciplinary action for all employees; keeps Town Manager informed.

Plans, organizes, and monitors a variety of contracted work; coordinates with engineers and contractors; makes field inspections of public works and utilities projects to review progress and ensure completion.

Determines needs and plans for utilities service maintenance and systems. Street and related structures construction, replacement, repair and maintenance needs.

Engages in considerable personal contact with citizens, contractors, builders, and other Town departments, county, and other governmental agencies concerning service requests and complaints; investigates and decides or recommends actions; coordinates projects with other departments.

Ensures OSHA compliance in all phases of the department's work; ensures safety training is provided and work is performed in compliance with safety standards and rules.

Responsible for preparation, maintenance, and quality of a variety of reports such as Consumer Confidence Report, Powell Report and Street Survey, Solid Waste Management Annual Report, Utilities Department Audit and State reports, various annual reports for the Town Manager, Mayor and Council.

Develops and implements emergency and storm operations plans; establishes 24-hour operations as necessary; serves as the liaison with County departments, NC Department of Transportation, and other agencies as appropriate.

Proactively determines uses of technology to increase departmental efficiency.

Ensures necessary records, reports, regulatory compliance, and related administrative details are accurate and up to date.

Additional Job Duties

Performs other duties as assigned

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of state and federal laws and regulations, local ordinances and standards, and departmental policies and procedures affecting municipal utilities systems and public works functions.

Thorough knowledge of the application of information technology to construction monitoring, office systems, work order management, and mapping.

Considerable knowledge of the coordination and administration of governmental capital projects.

Considerable knowledge of and demonstrated skills in using effective leadership, management and supervisory skills including hiring, mentoring, training, team building, delegation, communication, motivation, and performance coaching and evaluation.

Knowledge of laws and regulations related to staff hiring and management.

Some knowledge of civil engineering principles and practices.

Skill in team building, collaborative conflict resolution, public speaking, and customer service excellence.

Ability to perform cost estimations, plan, design, and manage large municipal projects.

Ability to interpret, prepare clear and concise reports, and present findings and recommendations

Ability to establish and maintain effective working relationships and communicate effectively with Town, State, regional, and local officials and community leaders, other department heads, supervisor, employees, general public, and contractors.

Ability to present ideas effectively in oral and written form.

Ability to exercise sound judgment and initiative including in emergency conditions.

Ability to be tactful and to use diplomacy in dealing with the public, especially in handling and resolving complaints.

Ability to perform long range planning for infrastructure needs.

Physical Requirements

Must be able to perform the physical life functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, feeling, hearing, and repetitive motions.

Must be able to light work exerting up to 20 pounds of force occasionally; and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently and/or constantly.

Must possess the visual acuity to produce and review written reports and records including mathematical calculations, to operate a computer terminal, to analyze data, and to read maps, schematic drawings and plans, to operate trucks and other equipment, and to inspect work to determine accuracy, neatness, and thoroughness.

Desirable Education and Experience

Graduation from a four-year college or university with a major in public administration, civil engineering, business, or related field and experience of a progressively responsible nature in public works and/or utilities management; or an equivalent combination of education and experience. Prefer Master of Public Administration degree.

Special Requirements

Possession of a valid appropriate North Carolina driver's license.

Possession of water distribution A and sewer collection III operator certifications.