



**The Spring Creek Association**  
**Operations Director**

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**Position Title:** Operations Director

**Pay Range:** \$80,000/Year

**Department:** Head Roads/ Field Operations

**Schedule:** Salary

**Reports To:** President

**Branch:** Field Operations/Roads

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**ESSENTIAL FUNCTION:**

Under the direction of the President, the Operations Director is responsible for evaluating all aspects of the SCA Operations as the designated Roads Supervisor as well as the Operations Director for all field operations including overseeing as needed the Golf operations, Buildings and Grounds operations, Parks operations, Special projects and construction, and Mechanics operations while being hands-on during working hours. The Operations Director is to evaluate all operations and offer suggestion of improvements and changes as well as provide direction to staff. This position needs to be sensitive to the “small crew” we have at SCA and exploit the crew’s talents and train them on their weaknesses. The Operations Director will need to jump in feet first to understand all operations then provide recommendations to the President in various areas that pertain to the roads, special projects/construction and field operations.

This position requires the incumbent take responsibility for developing plans, training, and other aspects to bring the Operations to A+ quality. The incumbent is responsible for providing service through caring, honest, respectful, and responsible actions and interactions that contribute to the relationship between the member, community and the Association. Must be able to operate or be trained on and maintain heavy, motorized equipment used in earth moving and road operations in a safe and efficient manner. Perform related duties and responsibilities as instructed by the President.

**ABOUT YOU:**

SCA is interested in hiring someone with the following qualities and abilities over someone who has years of road or equipment experience. We can teach you how to run heavy equipment, we cannot teach you the following as these are traits you learn over the years.

A few key traits this new hire **must** possess with no exception are noted in the following. If you do not possess these qualities, the position will likely not workout in the future so please be considerate of these items before you apply and make a drastic change in your life:

1. **A “can do” attitude.** When challenges are thrown at you, you do not panic, you determine the best course of action with a smile and finish the job the right way the first time. There is no doubt if this is not your personality, that the position will not be a good fit.
2. **Ability to address property owner issues quickly.** SCA hears often from property owners. We are here to serve them and address any issues as quickly as possible. We work to address any issues and diffuse tense situations. This may mean you or the crew is pulled off to another area with little notice.
3. **You are a synthesizer.** You can pull seemingly divergent pieces of information together to solve problems in unique ways.

4. **Creative problem-solving is your thing!** You are a people person and are excited by ideas, the future, and the possibility of using your imagination to serve others. You aim high and your head is sometimes in the clouds, but you never leave the analytical and realistic out of the equation, knowing that you're accountable for delivering on time and within budget.

5. **Leading Others.** You ended up in leadership, not because you sought it out, but because you're good at communicating a vision that others are excited about executing. You are passionate about watching and being a part of the success of our community. By properly planning ahead of time, you can make visions become reality with little oversight.

6. **Past Supervisors & Co-workers.** We will not only check your references but do a thorough background check on your past supervisors and co-workers to understand your abilities. Please be aware of this before applying.

#### **ESSENTIAL SKILLS:**

- Must be able to manage tasks ensuring their successful completion.
- Must be able to work independently and prioritize daily work duties.
- Must be an effective communicator and have the ability to make sound judgments and decisions.
- Must recognize and respect all sensitive information and utilize confidentiality accordingly.
- Must be able to model expected behavior, motivating fellow staff and volunteers, and be capable of working with diverse groups.
- Must follow all SCA safety policies at all times.
- Must be able to operate and maintain heavy, motorized equipment used in earth moving and road operations in a safe and efficient manner. Perform related duties and responsibilities as instructed by the road supervisor.
- Operate heavy power-driven equipment;
- Perform a variety of skilled construction and maintenance tasks;
- Read and interpret maps, sketches, specifications and technical manuals;
- Perform a variety of manual tasks for extended periods in unfavorable weather conditions;
- Work independently in the absence of supervision;
- Understand and follow oral and written instructions;
- Prepare written reports and/or forms;
- Communicate clearly and concisely, both orally and in writing or via radio;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Work flexible hours, including evenings and weekends as required.

#### **BROAD DUTIES AND RESPONSIBILITIES:**

1. Supports the development and implementation of systems to maintain records on employees, equipment, compliance, and/or road activities.
2. Assists with organizing and conducting classroom and behind-the-wheel training sessions for new hires as well as veteran drivers.
3. Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the SCA's personnel rules and policies.
4. Advises the President on departmental issues; assembles necessary resources to solve a broad range of programmatic and service delivery problems in the delivery of public works and roads; assists in the preparation of new SCA rules as it relates to roads issues and the revision of existing rules.
5. Coordinates, reviews, and approves the work of the construction contractors, public utilities maintenance and construction contractors; home builders and others by working with our Committee of Architecture and vendors.
6. Develops specifications and bid documents for a variety of public works, road, and maintenance projects; recommends contract awards, negotiates contract provisions and coordinates, reviews and approves contractor's performance.

7. Assists in policy development; research specific information upon request; aids in administrative decision-making processes.
8. Plans, coordinates, and provides overall direction for the various activities of the field operations departments including roads; prepares and presents comprehensive plans for the improvement; plans long-range goals for the department.
9. Assure the mechanical and physical operations of the SCA equipment through proper record keeping, PM Plans, Daily Evaluations and other methods and assuring a safe and clean environment for staff and Association members.
10. Supervises road crew which includes delegating tasks, monitoring work habits and instructing and training crew on road and equipment procedures.
11. Responsible for assisting the President with performance reviews.
12. Review, manage and design annual budgets with President.
13. Communicate effectively with all staff and members working as a team to produce expected results in assuring clean, safe, and well-maintained facilities and roads.
14. Ensure established protocols are followed, and report staff/program concerns to the President in a timely manor.
15. Complete written facility and roads inspections for condition and safety as a means for monitoring performance and risk management.
16. Assist staff with duties that may require additional help or attention.
17. Operate heavy, motorized equipment including but not limited to, dump trucks, dozers scrapers, loaders, excavator, etc. and other equipment to support a variety of operations at Association facilities.
18. Excavate land surfaces using graders and other construction equipment.
19. Broom roadways and bike paths; Operate brush hog along roadways and other land surfaces.
20. Participate in prep work and chip-seal of roads as needed.
21. Gather, load and transport dump trucks to appropriate locations as needed.
22. Snow removal and salt/sand application to roadways as needed.
23. Operate water tanker and similar equipment for dust control and dirt compaction as needed.
24. Use hand-held mobile radio units to coordinate tasks and resources as needed.
25. Maintain accurate logs and records and enter data as necessary.
26. Ensure adherence to safe work practices and procedures.
27. Assigns daily, weekly, monthly plans and communicates needs to the field operations crews and others to ensure enough equipment is available and ready through various avenues including daily or weekly meetings. Prepares and delivers weekly reports to the President/General Manager reflecting work completed each week and work scheduled for the following week and into the future.
28. Conducts and documents accident investigations involving employees.
29. Promotes, supports, and enforces safety and loss control to ensure a safe and healthy working environment.

30. Supervises road maintenance operations and activities and establishes short- and long-range goals and objective in collaboration with the President/General Manager and Assistant Road Supervisor.
31. Provides input into the development of road department plans, policies, procedures, practices, and guidelines; conducts research and analysis required for department activities and projects.
32. Maintains complete and accurate cost records, vendor information, and road related agreements.
33. Utilizes critical thinking and exercises discretion in the resolution of road maintenance and employee problems.
34. Facilitates collaboration with other association departments and coordinates with public and private agencies to most efficiently utilize manpower and equipment for the public good.
35. Prepares specifications and orders materials in advance for special projects.
36. Assists with implementation of random drug and alcohol testing program for CDL and equipment operators.
37. Monitor preventive maintenance on equipment as required including fluid and filter changes and parts lubrication.
38. Employee Development
  - a. Maintain discipline in a fair and equal manner.
  - b. Evaluate staff performance semi-annually and annually based on approved performance appraisals.
  - c. Follow all guidelines and practices as set forth by Human Resources.
  - d. Create a positive, developmental work environment through a system of achievement recognition and ongoing individualized training plans.
  - e. Provide leadership and direction to staff in areas of membership development and retention, program development, volunteer development and customers services.
  - f. Help to recruit, train, and supervise staff as necessary to achieve constant growth financially and programmatically.
  - g. Provide all necessary information so employees can complete assigned tasks as direct by Supervisor.
  - h. Provide support in role clarification and employment growth/expansion.
39. Team Development
  - a. Recruit, train, and supervise staff as necessary to achieve constant growth.
  - b. Create a positive, developmental work environment through an effective meeting structure, including daily huddles, weekly cabinets, one-to-one meetings, annual subordinate once removed meetings and ongoing training as needed.
40. Carry out other duties as assigned by the President.

**BROAD KNOWLEDGE OF:**

- a. modern methods, materials and equipment utilized in the construction, maintenance and repair of roads and property.
- b. principles of administration, supervision, training, and evaluation.
- c. budgetary and financial procedures and data processing applications.
- d. research, analysis, evaluation, and reporting techniques.
- e. occupational hazards and safety requirements of operation of light - heavy equipment and tasks associated with the construction, maintenance and repair of roads and property.

- f. broad knowledge of standard practices and procedures of construction trades such as plumbing, HVAC, electrical, carpentry, painting, and mechanical systems, including materials and tools. Understanding of methods and practices followed in the maintenance of tools, machinery, and equipment. Performs a wide variety of general and preventive maintenance and repair work as directed.
- g. Principles and practices of pesticide/herbicide application and plant disease identification and treatment.
- h. Proper use and storage of chemicals, including OSHA Material Safety Data Sheets (MSDS) for hazardous chemicals used in the workplace.
- i. Federal, state and City safety rules and regulations.
- j. The various types, models, capacity and operative characteristics of heavy equipment and maintenance procedures.
- k. The planning, organization, utilization and management of manpower and equipment within prescribed budgetary requirements and established standards.
- l. Identification and resolution of operational, procedural and personnel problems.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. Review and implement processes to seal roads each August through various processes whether that be chip seal, micro surfacing, rock seal, seal coats, fog seal, slurry seal, hot ship seal, double chip seal, cape seal, crack seal or other methods advised.
2. Work with Pavement Management Plan Consultants to review and implement programs to care for roads for years to come.
3. Implement plans to get all staff as certified and trained CDL drivers who are comfortable with the snow removal routes. Implement additional weekly training as needed and post snowstorm review of issues faced.
4. Review snow plan for Winter including having extra parts available, conditions of trucks, preparation of salt/sand piles, calibrating sanders or need for new sanders, etc. Coordination with School to understand bus routes and develop top priority areas and issues. Plans to ensure roads are not missed and problem areas are addressed with IceKicker and documented on effectiveness.
5. Plan with COA for contractors including utility and home builders who are boarding, cutting or doing anything to the roads, which includes pre and post inspections with photos of areas, enforcing contractors to fix work per road, ditch and shoulder specs as well as reseeding areas. Approvals and documentation are key to this with the COA. Permits will be held for those not following the rules.
6. Weekly meetings with staff to ensure clear direction of weekly and monthly plans.
7. Develop Fire Safe Plan with Parks for all greenbelts and making firebreaks. Develop plan with President for internal fire plan during events to help staff and volunteers understand their roles. Ensure SCA has proper equipment to handle emergency situations. Meet with NDF and get internal plan.
8. Plan to modify water truck with chemicals to spray sides of roads.
9. Plan for staff or subcontractors for brush-beating sides of roads to ensure it is done quickly in all tracts.
10. Monthly plan to grade, sweep, brush beat key areas like campground, cart barn paths, marina path, state bike path, USPS box areas etc.
11. Repaving areas like cart paths, marina, usps boxes plan.
12. Building up sides of road with shouldering machine and other methods to help prevent potholes and encourage proper drainage.
13. Develop plan to cut ditches in all areas to encourage proper drainage per SCA Specs.
14. Develop culvert cleaning plan for all areas. Look at equipment to make this process more effective.
15. Plan to add crosswalks, caution signs, fix old signs, reflectors on curves for blind spots etc.
16. Review snow removal plan based on best practices document including the need for fix blade angles (p68), rubber extension flaps (p68), need tailgate dual auger with prewet system (p76), NDOT simulator training (p19), road call out plan be out very early to give top level of service, Can we get plows with sliding segments (p 59), do we need wing or tow plow (p 61), electric spreader control plan p 80 and 84, vehicle washing plan and corrosion prevention for after snows p 86, Are there edges for blades that adjust for

- uneven roads, Can we get larger than 14 ft blades, blowback issue - Alaskan plows expressway, Should we cut open screen and raise guard or remove them, purchase wing blades or move valve bank,
17. Plan for flooding and installing French drains in areas of concern. Work with property owners to fix their issues on their property.
  18. Identify areas that contractors have done road work that is failing IE sinking, not sealed etc. Work with COA to identify contractors and develop plan with them for remediation.
  19. Review all equipment and put in capital purchase plan for items IE new one-man durapatcher, crack seal machine, and identify the cost benefit ratio of doing it in house vs contracting out.
  20. Develop staff training and certificate plan including flagger training etc.
  21. Develop long and short-term goals with Golf department, Buildings and Grounds Department, Parks Department, and Mechanics to ensure growth and sustainability.
  22. Work with the Committee of Architecture (COA) on a daily/weekly/ monthly basis to review and approve permits for right of ways, perform pre and post inspections and any other related activity needed in regard to the COA.
  23. Work with the President and Field Operations Directors and staff to develop, plan, bid, and oversee special projects, construction projects and/or other projects start to finish.

### **EDUCATION AND EXPERIENCE:**

**Education:** Minimum of a high school diploma or GED.

**Experience:** Five (5) to seven (7) years of increasingly responsible experience in construction, mining or other related field leading crews, including at least three (3) years supervisory or administrative experience. OR an equivalent combination of experience, education and training which provides the desired knowledge, skills and abilities.

**Skills and Ability Requirements:** Must provide or be willing to obtain current certifications for the following:  
Possession of a Nevada Commercial Driver's License – Class A or B

Additional required trainings preferred: Must be able to read and write to effectively communicate expectations in completing tasks to the crew. Must be able to read, understand and communicate implications of product warning and instruction labels.

### **PHYSICAL DEMANDS and WORK ENVIRONMENT:**

Applicant must be able and willing to operate heavy equipment (snow blower, floor buffing machines, vacuum cleaners, etc.). Needs to be energetic and physically able to walk multiple flights of stairs continuously, must be able to lift 100 lbs. overhead and to climb ladders to a min. 10 feet, to walk, bend, twist reach overhead regularly. Applicant must be able to operate motorized equipment and vehicles. Ability to work in confined spaces. Must be able to work at different heights, work around heavy construction equipment. Applicant must be able to maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties. Exposure to dust, noise, semi-toxic materials; work in inclement weather conditions.

### **EFFECT ON END RESULT:**

This position has a direct impact on the overall effectiveness with which the organization accomplishes its mission in service to members and the community.

Member satisfaction will improve through providing clean, safe, well-maintained facilities and roads for our members.

Expense reduction through inventory, controls, and training.

Decrease in number of accidents and claims through regular, documented facility and road inspections.

Improved public perception as a quality organization demonstrated by a well-maintained facility and roads.

*This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with the job. It is intended to be a reflection of those principal job elements essential for recruitment and selection, for making fair job evaluations, and for establishing performance standards. The incumbent shall perform all other functions and/or be cross-trained as shall be determined at the sole discretion of management, who has the right to amend, modify, or terminate this job in part or in whole. Incumbent must be able to perform all job functions safely.*

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Incumbent Printed Name

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Supervisor Printed Name

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Incumbent Signature

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Supervisor Signature

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Date Signed

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Date Signed