

PUBLIC SERVICES DIRECTOR

General Statement of Duties

Performs difficult professional, technical, and administrative work planning, organizing, and directing a variety of public works and public utilities activities including: water and sewer line construction and maintenance; water distribution and wastewater collection; wastewater treatment; storm water management; and street maintenance and repair.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the work of employees engaged in a wide variety of municipal operations and services. The employee provides technical advice and assistance to the Town Manager and the Board in the improvement of utilities and streets, and insures that modern, safe, effective and efficient practices are utilized by municipal work crews. Serves as Operator in Responsible Charge of the Sewer Collections and Water Distribution systems. Work also includes contract management, handling citizen issues, and budget and personnel administration of the department. The employee participates in long range planning for capacity and infrastructure needs and represents the town to a wide variety of citizens. Work is performed independently and in coordination with the Town Manager and other town officials. The employee is subject to working in inside and outside environments in extreme weather and in heavy traffic in the streets. The employee is also subject to various hazards such as working in close proximity to heavy equipment, loud noises, electrical current, oils, and working in narrow or enclosed spaces. The employee also may be subject to the final standards of the OSHA blood borne pathogens. Work is performed under the general direction of the Town Manager and is reviewed by review of reports, conference and acceptance of the community.

Duties and Responsibilities

Essential Duties and Tasks

Manages and plans the activities of all public works department staff; ensures coordination of activities with other departments.

Reports to and advises Town Manager and officials on public works and public utilities projects and activities.

Researches and recommends operational changes or changes necessitated by regulatory changes to the Town Manager; participates in long range planning for capacity, regulatory and infrastructure needs.

Performs selection, promotion, training, counseling and disciplining of department personnel in consultation with Town Manager; meets frequently with subordinate supervisors to solve more complex problems; sets priorities and deadlines, and provides guidance and direction.

Makes field inspections of public utilities and public works projects to review progress and ensure completion; performs subdivision and other plan review.

Serves as ORC for the water distribution, sewer collection, and cross control programs; oversees distribution sampling and monitors laboratory results for water quality; ensures proper chlorine residual in distribution system; oversees preparation of the Consumer Confidence Report; oversees operation and maintenance of sewer lift stations and vacuum sewer collection system.

Plans maintenance needs for Town streets and rights of way; oversees asphalt patching, sidewalk repairs, storm drain maintenance, mowing, street sign maintenance, and related activities.

Oversees facility maintenance for the Town including building and grounds, beach access, parks, recreational facilities, etc..

Handles complaints regarding contracted residential solid waste collection and disposal.

Engages in considerable personal contact with citizens concerning service request and complaints; investigates and decides or recommends actions; coordinates projects with other

departments; attends Town Board meetings to represent the department.

Prepares and reviews departmental operating and capital budgets; monitors and approves expenditures.

Researches and manages changes in regulations regarding water, vector control, wastewater, storm water, solid waste management, safety and other related issues.

Plans, organizes, and monitors a variety of contracted work; coordinates with engineers and contractors.

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of the principles and practices of public works and utilities administration, planning, maintenance and construction.

Thorough knowledge of related Town policies, state and federal laws and regulations.

Thorough knowledge of the equipment and materials used in the construction, maintenance and repair of water and sewer lines, public facilities and streets.

Working knowledge of related engineering principles and practices.

Considerable knowledge of governmental budgeting, personnel and purchasing practices and related Town policies.

Considerable knowledge of the principles and practices, laws and regulations relating to supervisory functions including leadership, motivations, communications, team building, mentoring, training, conflict resolution and performance coaching and evaluation.

Considerable knowledge of the application of information technology to public works and utilities management.

Skill in customer service excellence and collaborative conflict resolution.

Ability to prepare complex and detailed records and reports.

Ability to establish and maintain effective working relationships with Town officials, other public officials, employees, contractors and the general public.

Ability to present ideas effectively in oral and written form.

Physical Requirements

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

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

Must possess visual acuity to produce and review written reports and records including mathematical calculations, analyze data, and to read maps, schematic drawings and plans.

Desirable Education and Experience

Graduation from college with a degree in engineering, business administration, public administration or related field, and considerable experience in a responsible position in the public works and/or utilities field, including considerable supervisory experience; or an equivalent combination of education and experience.

Special Requirement

Possession of a valid North Carolina driver's license.

Certification at grade B in water distribution and grade II wastewater collection.

Certification in Cross Connection Control/Backflow Prevention.