



Service Center Superintendent

Definition

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support within the operation and maintenance divisions of the Public Works Department which includes the streets, trees/right of way, grounds, facilities, and fleet divisions; assists with long- and short-term project planning, overseeing the operation, maintenance of a wide variety of public works infrastructure, and other programs; coordinates assigned activities with other City departments and outside agencies; provides complex and responsible support to the Assistant Director of Public Works, Director of Public Works, and others in areas of expertise; and performs related work as required.

Class Characteristics

This is a management classification that manages the operations, maintenance, and repair of the City's streets, trees/right of way, grounds, facilities, and fleet activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of the operation and maintenance divisions of the Public Works Department and various other projects. Successful performance of the work requires an extensive professional background as well as skill in coordinating work with that of other City departments and public agencies. This class is distinguished from Assistant Director of Public Works in that the latter has overall responsibility for assigned capital improvement project development, operations, and maintenance functions for City's streets, trees/right of way, grounds, facilities, and fleet, as well as implementing and interpreting public policy.

Supervision Received and Exercised

Receives general direction from the Assistant Director of Public Works. Exercises general direction and supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

Typical Job Functions

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Plans, manages, and oversees the daily functions, operations, and activities of several public works divisions, including streets, trees/right of way, grounds, facilities and fleet.

Manages and oversees several public works programs, such as concrete and asphalt repair, street sign replacement, stormwater collection, and other public works maintenance programs, including in-house supervision, planning, estimating, as well as contract development and execution.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.

Participates in the development and administration of and oversees division budgets.

Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Assistant Director of Public Works.

Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.

Recommends and administers policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.

Oversees the development of assigned consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.

Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating public works maintenance matters; provides information regarding City development requirements.

Prepares, reviews, and completes various reports and division-related documentation and correspondence.

Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.

Serves as a liaison to other City departments, divisions, and outside agencies; attends meetings, as necessary; provides staff support to commissions, committees, and task forces, as necessary; negotiates and resolves significant and controversial issues.

Provides highly complex staff assistance to the Assistant Director of Public Works; develops and reviews staff reports related to assigned activities and services; may present information to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.

Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to public works maintenance and operations programs, policies, and procedures.

Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public works maintenance and operations; researches emerging products and enhancements and their applicability to City needs.

Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.

Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

Performs other duties as assigned.

Qualifications

Knowledge of:

Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

Principles and practices of budget development and administration.

Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Theories, principles, techniques, materials and equipment used in the maintenance and repair of roads and drainage structures, and related public works projects.

Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.

Principles of proper operation and routine maintenance of light and heavy equipment.

Safe work practices.

Business letter and report writing.

Modern office practices, methods, and computer equipment and applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.

Ability to:

Recommend and implement goals, objectives, and practices for providing effective and efficient services.

Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.

Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

Evaluate and develop improvements in operations, procedures, policies, or methods.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.

Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.

Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective reports.

Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.

Establish and maintain a variety of filing, record keeping, and tracking systems.

Operate modern office equipment including computer equipment and specialized software applications programs.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade supplemented by college-level coursework and/or specialized technical training in a related field and six (6) years of increasingly responsible experience in public works construction and/or maintenance, including two (2) years of supervisory and/or administrative experience. A two-year or four-year college degree is preferred.

Licenses and Certifications

Possess and maintain a valid Class C California driver's license with the appropriate endorsements.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect County construction sites, to operate a motor vehicle, and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

Environmental Elements

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLSA: Exempt
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