



City of Lake Oswego, Oregon

Job Description

MAINTENANCE FIELD SERVICES MANAGER

FLSA Status: Exempt

Union Representation: Non-represented

Salary Grade: 576

Job Code: 4080

Class Summary

Under general direction, directs and coordinates work of managers and staff in assigned functions. Manages the day-to-day activities of the Public Works Department. Resolves citizen complaints and concerns. Ensures compliance with safety and other governmental regulations. May use the working title of Assistant Public Works Director.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Supervises first-line managers and staff including prioritizing and developing work plans, conducting performance previews, monitoring progress on projects, interpreting policies and procedures, making hiring and termination recommendations, making pay rate change recommendations, resolving personnel conflicts, and monitoring the priorities of training and development of staff.
2. Oversees one of the departmental programs, such as administration, street and storm drainage, water distribution, or sewer, including ensuring compliance with codes, standards, laws and regulations; establishing, implementing and enforcing policies and procedures; remaining current with changes in laws and regulations; managing contracts with outside vendors; performing field inspections; and, maintaining equipment used in delivery of service.
3. Manages special projects and contracts; evaluates or monitors contract requirements, project schedules and cost to ensure completeness and compliance with project specifications.
4. Assists in formulating departmental goals and objectives, and preparing the budget; determines program priorities and operational plans, resource and training needs, capital purchases and allocation of resources; conducts research, prepares analyses and makes recommendations.
5. Oversees employee safety training and department loss control measures; conducts or directs safety training activity, including maintaining and updating safety policies and procedures.
6. Analyzes and assists in designing departmental work processes and operations to continuously address effective and efficient service delivery.
7. Responds to questions and complaints from public; gathers information, identifies corrective action, schedules priority projects, and assigns work teams as necessary.
8. Keeps direct supervisor informed of issues that affect the department.
9. Assumes duties and responsibilities of the Director in his or her absence.

10. May be required to respond to after-hours emergencies and other related work situations.
11. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Management theories and principles.
- Budgeting theories and principles.
- Technical knowledge of public works related systems, including water distribution, sewer collection, stormwater management, transportation system and motor pool/fleet management operations.
- Local, state and federal laws governing public infrastructure system operations and maintenance services.
- Emergency Operations, including Incident Command System protocols.
- Reporting responsibilities to regulating agencies.
- Report writing.
- Problem resolution techniques.
- Personal computers and related software applications.

Skills and Abilities to:

- Apply management theories and practices.
- Prepare budgets.
- Track and record expenditures.
- Manage contracts.
- Write reports.
- Evaluate service program effectiveness.
- Resolve conflicts.
- Promote positive public relations.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is with a Bachelor's degree in Public Administration, Business Administration, Construction Management, Civil Engineering, Civil Engineering Technology or related field and five or more years of supervisory and related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Master's degree is preferred.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver's license and ability to meet the City's driving standards.

Additional desirable licenses/certification include: Water Distribution System Operator Certification from the Oregon Health Division; Wastewater Collection System Operator Certification from the Oregon Dept. of Environmental Quality.

Duties will occasionally involve working in adverse or inclement weather conditions; exposure to high noise levels; dealing with distraught or difficult individuals; attending meetings or activities outside normal working hours; occasional response to emergency conditions during off-hours; occasional operation of a motor vehicle on public roads.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director

Date

Human Resources Director

Date

Employee

Date

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.