



## City of Lake Oswego, Oregon

### Job Description

#### **PUBLIC WORKS OPERATIONS MANAGER**

**FLSA Status: Exempt**

**Salary Grade: 420**

**Union Representation: Non-represented**

**Job Code: 4095**

#### **Class Summary**

Under direction, plans, organizes and directs the City's, motor pool, street, water distribution, sewer collection, and stormwater operational services as well as administrative support services for the division. Supervises staff in planning, prioritization and delivery of services; evaluating services; and, developing and monitoring service contracts. Prioritizes budget requests and prepares departmental budget. Resolves citizen complaints and concerns.

#### **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 division staff including prioritizing and developing work plans, evaluating staff performance, monitoring progress on projects, interpreting policies and procedures, making hiring and termination recommendations, making pay rate change recommendations resolving personnel conflicts and monitors the priorities of training and development of staff.
2. Oversees and ensures compliance with all federal, state and local laws and regulations regarding public works operations; attends meetings and serves on committees relating to local and regional issues including sharing services and the Capital Improvement Team. Assists in determining strategies and procedures in regard to local and regional issues
3. Oversees expenses and cost of services, approves contracts for the purchase of services including determining services contracted out, the level of service provided, and in monitoring work to ensure quality services.
4. Answers questions regarding citizen complaints and resolves issues associated with City infrastructure including determining solutions and communicating those solutions to the general public. Ensures the department is prepared to respond in a timely manner to emergencies and to citizen complaints.
5. Prepares departmental budget including receiving requests from program managers, prioritizing requests and balancing revenues and expenditures. Provides justification for budget requests.
6. Is a member of and actively participates with the Public Works Management Team regarding the delivery of sustainable, lowest life-cycle cost public works services. Partners with department colleagues to implement process improvements or best practices including strategic asset

management protocols, performance indicators, service benchmarks, etc. to meet and/or exceed service level expectations.

7. Prepares correspondence and reports.
8. 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. Bachelor'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; Professional Engineering Registration from the Oregon State Board of Examiners for Engineering and Land Surveying.

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.

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**Department Director**

**Date**

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**Human Resources Director**

**Date**

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**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.*