



## TOWN OF LOS GATOS

# PARKS & PUBLIC WORKS OPERATIONS MANAGER

Class Code:  
Department: Parks and Public Works  
Supervisor: Parks and Public Works Director

Management / At-Will  
FLSA Status: Exempt

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*Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.*

### **CLASS SUMMARY**

Under general direction, plans, directs, and oversees the activities, operations, projects, programs, staff, and contractors of assigned area; serves as a technical expert and resource for assigned programs; develops and implements recommendations for operational, policy, and procedural improvements; and oversees and conducts needs analyses and evaluations for assigned programs.

The position may perform under any of the following working titles: Parks and Streets Operations Manager; Facilities and Environmental Manager; Facilities Manager; Environmental Manager; Streets Operations Manager; Parks Operations Manager; or any other working title determined by the Department.

### **DISTINGUISHING CHARACTERISTICS**

The Parks and Public Works Operations Manager is a management level position that requires a high level of self-direction and initiative. This position is distinguished from the next higher level management position, Parks and Public Works Superintendent, which is responsible for more expansive operations management. The Parks and Public Works Superintendent may directly manage the Operations Manager or the position may report to the Director. The Operations Manager classification is distinguished from the next lower class of Supervisor and Lead Worker by the degree of supervisory, administrative, and budget responsibilities.

### **SUPERVISION RECEIVED AND EXPECTED**

Receives general supervision from the Parks and Public Works Superintendent or Director. Exercises direct and general supervision over professional, technical, and administrative support staff.

**EXAMPLES OF TYPICAL FUNCTIONS** (Illustrative Only)

*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.*

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- Monitors, directs, and as appropriate performs day-to-day operations of the assigned program to ensure that policies and procedures are being followed; ensures that goals and objectives are met and that services and projects are being accomplished efficiently and effectively; takes corrective action as necessary; and where subordinates are present, may relieve them of the most difficult, sensitive or controversial projects within the program.
- Develops and monitors various program budgets; oversees financial well-being of the program by analyzing cost effectiveness and exercising cost controls; prepares, submits and justifies budget enhancement requests to the Director.
- Plans, organizes, administers, reviews, and evaluates the work of subordinate professional, technical, support, and operational staff.
- Provides for the selection, training, professional development, and work evaluation of subordinate staff, and makes recommendations on hiring, termination, promotion, and discipline, as required.
- Confers with and represents the Department in meetings with other Town Departments; serves as the Town representative with a variety of public, business and community groups, and organizations; fosters collaborative working relationships that will benefit the Department.
- Prioritizes and allocates available resources; reviews and evaluates program(s) and service delivery, makes recommendations and executes operational changes to ensure maximum effective service provision; assists in developing new program function elements, including conducting research, compiling data and analyzing supporting data.
- Assists with consultant selection, contract administration, and inspection of the work of contractors.
- Negotiates, develops, monitors, and administers a variety of contracts and agreements.
- Participates as lead or contributing staff member in the preparation of Request for Proposals and bid specifications.
- Prepares periodic reports on routine operations and special reports/studies, as required.
- Authorizes the procurement of necessary supplies, materials, and equipment.

- Serves on Town task forces dealing with a variety of issues, including safety.
- Visits various sites in the Town to observe and inspect the proper functioning of work crews and infrastructure.
- Administers the safety program for the assigned program(s) to ensure compliance with state and federal laws, regulations, and Town policies and procedures.
- Researches emerging trends and innovative solutions; evaluates data, and gathers public input for program improvements.
- Coordinates intradepartmental and interdepartmental responses to inquiries, concerns, suggestions, and complaints in a timely and professional manner.
- Builds and maintains positive working relationships with co-workers, other Town employees, organizations and their representatives, and the general public exhibiting effective customer service and communication skills.
- As needed, responds to emergencies at any time of the day or night, and may be assigned duties in any functional area during emergencies.
- May be assigned as a Disaster Service Worker, as required.
- Performs other related duties as assigned.

**Additional essential duties include:**

- Manages staff and day-to-day activities of maintenance operations. Depending on assignment, activities may include programs or elements of programs in: street and parks maintenance, storm drain maintenance, facility maintenance, environmental programs, fleet maintenance, and paving maintenance.
- Identifies and implements daily work priorities through assigned staff.
- Manages staff productivity and assignments to meet the needs of the organization.
- Coordinates with and supports the efforts of the Town Engineer and Engineering staff in planning, inspection, designing, implementing, and administering street, parks, facilities, storm water, and other capital projects.
- Assesses the condition of program infrastructure and makes recommendations for improvements or changes.

- Prepares bid materials, contracts, and specifications for the maintenance of Town infrastructure.
- Inspects Town infrastructure for maintenance and repair needs and safety hazards.
- Determines needs and recommends maintenance and repair projects for the Town.
- Leads the use of the Computerized Maintenance Management System (CMMS) to program, track, and evaluate work.
- Assists in the deployment and coordination of personnel and equipment in emergency situations.
- Supervises operations and environmental staff, such as; Maintenance Workers, Facility Technicians, Equipment Mechanics, Arborist, Environmental Program staff, Parks Service Officer, and their leads, as assigned.
- Maintains records of maintenance work done and participates in the preparation of reports.

## QUALIFICATIONS

### *Knowledge of:*

- Principles and practices of project management and evaluation in a public agency setting, including goal setting, scheduling, the development of objectives, budgeting, purchasing, and contractor management.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Operation of maintenance equipment, including vehicles and heavy equipment.
- Principles and operational practices applicable to the area of assignment.
- Methods, materials, and techniques used in assigned programs and related equipment.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

- Methods of researching issues relevant to assigned area of responsibility, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles and practices for developing, implementing, delivering, managing, and evaluating projects and programs and ensuring safety principles and practices are followed related to assigned area of responsibility.
- Principles and practices of local government processes and community engagement techniques.
- Conflict resolution skills.
- Professional level writing techniques, including proper grammar, spelling, vocabulary, and punctuation.
- Construction drawing interpretation in order to build and maintain Town infrastructure.

*Ability to:*

- Read plans and construction drawings.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations, and Town policies and procedures pertaining to assigned program.
- Effectively represent the department and the Town in meetings with governmental agencies, community groups, businesses; professional, educational, and regulatory organizations; and in meetings with property owners, developers, contractors, and the public.
- Establish, maintain, and foster positive and effective working relationships and networks with those contacted in the course of work.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare and present clear, concise, and logical written and oral reports, correspondence, policies, procedures, and other written materials.
- Engage constructively with differing or conflicting public opinion.
- Consider broad input and prioritize accordingly.

- Manage and advance multiple priorities, including large and complex projects, concurrently, on-time, and within budget.
- Operate modern office equipment, including computer equipment and software programs relevant to the work performed.
- Communicate effectively in person, over the telephone, and in writing.
- Consistently demonstrate professionalism, ethical integrity, and exceptional customer service.
- Celebrate the achievements and success of the organization.

**Education and Experience:**

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

- Bachelor's Degree from an accredited college or university and two years of experience in related program area/field and two (2) years of demonstrated experience in a lead or supervisory role.

-Or-

- Six (6) years of demonstrated professional level experience, including major responsibility directly related to the job essential functions and at least two (2) years of supervisory or lead experience.

**License and Certification:**

A California Driver's License and a satisfactory driving record are conditions of initial and continued employment.

**PHYSICAL DEMANDS**

The individual must possess mobility to work in a standard office setting and use standard office equipment; to stand and walk between work areas and conduct field inspections as appropriate and necessary, including traversing uneven terrain, climbing ladders, stairs, and other temporary or construction access points; to operate a motor vehicle; to be able to read printed materials and read from a computer screen; and to have the hearing and speech proficiency to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. The individual in this classification occasionally bends, stoops, kneels, reaches, pushes, and pulls 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 50 pounds.

<b>Climbing</b>	Frequently	<b>Balancing</b>	Frequently	<b>Stooping</b>	Frequently
<b>Kneeling</b>	Occasionally	<b>Lifting</b>	50 lbs.	<b>Fingering</b>	Frequently
<b>Crawling</b>	Occasionally	<b>Reaching</b>	Frequently	<b>Standing</b>	Frequently
<b>Talking</b>	Frequently	<b>Grasping</b>	Frequently	<b>Walking</b>	Frequently
<b>Hearing</b>	Frequently	<b>Feeling</b>	Frequently	<b>Pushing</b>	50 lbs.
<b>Crouching</b>	Frequently	<b>Running</b>	Occasionally	<b>Carrying</b>	50 lbs.
<b>Pulling</b>	50 lbs.	<b>Seeing</b>	Frequently		

### ENVIRONMENTAL ELEMENTS

Employee works in the field and will be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employee works with, in, and around various physical plants, equipment, and materials pertaining to the assigned program. Employee may also work in a controlled office environment for parts of the work day.

### WORKING CONDITIONS

Predominantly outside work. Work schedule may include irregular hours.

*In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Human Resources Department.*

*The Town of Los Gatos is an Equal Opportunity Employer.*