

## **POSITION DESCRIPTION**

Job Title: Director of Operations  
Department: Public Service  
FLSA: Exempt  
Reports to: Town Manager

### **NATURE OF WORK**

Responsible for managerial and administrative work as the director of operations, including street, cemetery maintenance, solid waste collection and disposal (sanitation unit), an automotive repair/fleet management function, all operations of the Public Works Department including Sanitation, Streets, Fleet Maintenance, all operations of the Public Utilities Department which includes water treatment, waste treatment, and preparation of the annual budget; supervising and evaluating employees; handling public complaints; requisitioning supplies and materials; planning, scheduling and supervising work assignments. Must be able to be reached 24/7.

### **SUPERVISION**

Work is performed under the direction of the Town Manager, with latitude for independent judgment within standard trade practices. Guides may include relevant federal and state laws, town ordinances, and thorough established departmental policies/ procedures, and personnel policies/procedures. Additional guidance is provided through work orders. Work is reviewed through observation, on-site inspections, conferences, review of results obtained. Direct supervision is exercised over crew leaders and supervisors.

### **ESSENTIAL FUNCTIONS OF WORK**

(May not include all duties performed.)

Plans, schedules, and supervises maintenance and repairs to streets, sidewalks, cemeteries, buildings and town right-of ways

Oversees water and waste treatment operations

Oversees sanitation (solid waste) collection and disposal operation

Directs automotive equipment repair and fleet management activities

Requisitions materials and supplies; maintains adequate inventories of equipment, materials, and supplies

Schedules personnel and daily activities; determines priorities, personnel needs, and equipment to be used to ensure that projects are completed properly and in a timely fashion

Evaluates performance of subordinates; handles disciplinary problems; motivates and trains employees; interviews applicants for employment, recommends hiring, firing and promotion of department staff

Assigns and supervises personnel during man made or natural emergencies; assists the police department with the removal of traffic obstructions

Supervises and coordinates activities and work related to special events

Responds to inquiries and complaints from the public verbally and in writing; meets with residents when necessary for problem resolution.

Completes required reports in a clear concise manner

Prepares department budget; submits equipment and capital improvement requests and justifications; Monitors expenditures

Establishes long-and short-term goals; assesses, prioritizes, and determines course of action.

Develops long term plans for vehicle and equipment replacement

Receives citizens' complaints, make recommendations for correction of problems, keeps Town Manager informed

Ensures buildings owned by the town are properly maintained and make recommendation for improvement

Other duties as assigned by the Town Manager

Thorough knowledge of the practices, methods, materials, and techniques in municipal public works construction, streets repair and maintenance

Thorough knowledge of the principles and practices of managing and supervising a public works department

Thorough knowledge of the occupational hazards and precautions of the work

Thorough knowledge of the street and sidewalk construction, building operations and ground maintenance, and solid waste collection

Thorough knowledge of budget preparation and purchasing policies, procedures and practices

Ability to plan; organizes/supervises the work of a municipal department

Ability to establish long and short term goals and priorities

Ability to coordinate work with other town departments

Ability to prepare technical reports and maintain accurate records

Ability to work in adverse weather conditions

Ability to maneuver over rough terrains, climb and under equipment to inspect and work on projects

Ability to lift over 50 pounds

Ability to operate a motorized vehicle to travel to various locations to supervise staff and projects

Ability to operate heavy equipment such as backhoes, trash trucks, tractors, dump trucks, backup pumps, sewer machine, leaf vacuum machine, and other various equipment that Town has or may need.

Proficient in the use of computers, Microsoft Office Products, web browsers, social media, internet use, and purchase requisition software.

Understands and can oversee the operation of the Town's utilities plants, distribution systems, pump stations, and water towers.

Ability to coordinate, supervise, assist, and repair water and sewer distribution systems, pump stations, utilities plants, water towers, and backup generators.

Ability to coordinate, supervise, assist, or repair automated monitoring and control systems for the utilities infrastructure.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Thorough knowledge of practices of municipal street and utilities maintenance

Solid waste and trash collection and disposal and related activities and services

Thorough knowledge of the equipment, tools and manpower needed for an efficient and effective public works and utility program

Ability to review and analyze plans and specifications for construction of public facilities

Ability to formulate safe operational policies and procedures

Ability to maintain records and prepare technical reports

Ability to supervise staff and maintain respect

Ability to inspire team work and cooperation

Ability to maintain effective, relationships with subordinates, co-workers, Town Officials, contractors, regulatory agencies and the citizens of the town

### **MINIMUM QUALIFICATIONS**

Graduation from high school (or GED), with 8 to 10 years of progressively responsible experience in public works construction, repair and maintenance work including experience in a supervisory capacity and/ or 2 to 4 years of post-secondary school coursework in maintenance management or business administration highly desirable, and; or any equivalent combination of accepted education and experience that would provide the following knowledge, skills, and abilities listed above:

### **NECESSARY SPECIAL REQUIREMENTS**

Possession of a valid Virginia driver's license

Possession of a valid Virginia CDL Driver's License

Water (Class 2) and/or Sewer License (Class 3) would be a plus

### **WORKING RELATIONSHIPS**

Build and maintain positive and productive relationships with fellow employees. Acts as a member of town team, and willingly shares information with employees and supervisor

Work to establish and maintain exemplary relationships with citizens

The Town of Clarksville reserves the right to revise or change the job responsibilities as the need arises. This job description does not constitute a written or implied contract of employment, other than an “at will” employment relationship.