

City of Allentown
Position Description

Class Title: **PUBLIC WORKS OPERATIONS MANAGER**
Grade Number: 13N - Exempt
Department: Public Works
Bureau: Engineering
Union: Non-Union

GENERAL PURPOSE

Performs managerial tasks involving supervision of Public Works clerical staff and activities; manage all accounting practices for departmental budgets; provides highly responsible administrative work involving complex problems and situations; provides staff assistance to the Director and Deputy Director of Public Works; does related work as required.

SUPERVISION RECEIVED

Employee works under the supervision of the Director and Deputy Director of Public Works.

SUPERVISION EXERCISED

Supervision is exercised over Public Works Office Managers and administrative staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in developing and maintaining the strategic alignment of projects, analyzes potential projects, and develop strategies for grant opportunities.

Supervise administrative staff who are responsible for entering data to generate reports, keeping records and performing other clerical duties throughout Public Works

Maintains personnel information for Bureau of Public Works employees.

Assists as necessary with payroll functions for the Bureau of Public Works

Prepares correspondence and assists in typing, copying, distributing, filing and retrieving correspondence, reports and documents of a routine or sensitive nature for Director and Deputy Director of Public Works as required.

Assists in preparing annual budget figures for the Department of Public Works; Monitors expenses during the fiscal year within the department to assure monies are allocated properly to run the various Public Works programs.

Ensure that all Public Works departments are regularly updating departmental informational sites, such as City website and Public Works Hotlines that contain necessary information for the public as required.

Assist with compiling data for administrative analysis, questionnaires, Right-to-Know and public reports, performing requested investigations in research, preparing complex work sheets and tables and making computations on materials assembled.

Analyzes records and office systems and develops procedures for improvement of office methods and systems throughout the Bureau of Public Works.

Plans and prepares paperwork as necessary for Public Works personnel attending training, conferences or meetings; Makes all necessary travel arrangements

Prepare all required and/or requested documentation for miscellaneous monthly departmental reports; Prepares all required and/or requested documentation for annual audits (i.e. Liquid Fuels Audit, Public Works grant paperwork).

Provide quality and effective customer service with courtesy and understanding to our customers, citizens and internal departments.

Interpret departmental rules, regulations and procedures and general City rules and regulations which are applicable to Public Works operations.

Perform a variety of duties to receive and relay externally and internally generated messages (via Lucity work order system, emails, city website updates, etc.).

Instructs new employees regarding work procedures, work to be performed and standards to be attained; Organizes job related training sessions for employees as necessary.

Knowledge of City services, radio procedures and the bureau's operational policies, procedures, and routines.

Update city-wide fleet & user information in the Zonar system; act as overall system administrator with Streets Superintendent & Deputy Director of Public Works and Fleet Administrator.

Prepare and enters requisitions for processing into the Eden System as required to assist the various Public Works Bureaus

Evaluates work performance of subordinate staff and recommends corrective actions or discipline if needed.

Maintain complex statistical, confidential, personnel and department transaction records.

Attend meetings and serve as a departmental/bureau liaison as required.

Perform related work as may be required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school,
- (B) Bachelor's Degree in Business Administration or related field,
- (C) Minimum of 5 years clerical and office work, or
- (D) Equivalent combination of related education and experience.
- (E) Knowledge of the English Language and the ability to speak it clearly and distinctly.
- (F) Multilingual skills a plus.
- (G) Ability to obtain necessary certifications for required Notary Documents.
- (H) Possession of a valid Pennsylvania Driver's license.

Necessary Knowledge, Skills and Abilities:

- (A) Ability to function under stressful conditions and to perform multiple tasks at a time.
- (B) Ability to keep complex records, to assemble and organize data and to prepare reports from such records;
- (C) Knowledge of Right-to-Know laws as instructed and posted.
- (D) Knowledge of Microsoft Excel, Word, Access and Power Point.
- (E) Ability to plan, train, instruct and supervise the work of clerical personnel.
- (F) Thorough knowledge of modern office practices and procedures.
- (G) Ability to interpret rules, regulations and policies and to make decisions based upon them.
- (H) Considerable knowledge of the principles of office management and of standard record maintenance procedures.
- (I) Ability to compose letters and reports relative to departmental policies and procedures.
- (J) Ability to establish and maintain effective working relationships with employees, superiors and the general public.
- (K) Employee must be capable of assisting the Director and Deputy Director in total quality management and performance of all services.

SPECIAL REQUIREMENTS

Possess a Notary license to assist with departmental paperwork
Possession of a valid Pennsylvania Driver's license.

TOOLS AND EQUIPMENT USED

Require intensive daily use of personal computer, phone, fax machine, radio, copier, scanner, printer, laminator, shredder and adding machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently and repetitiously required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee frequently is required to sit, talk or hear. The employee is occasionally required to walk, stand, stoop, kneel, crouch, crawl and smell.

The employee is occasionally required to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works in an office environment.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The 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.

Revised:
7/8/13
3/22/17