

City of Allentown
Position Description

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

GENERAL PURPOSE

Performs a variety of advanced managerial tasks involving supervision of Public Works clerical staff and activities; manage all accounting practices for departmental budget preparation and supplemental budget tracking; provides highly responsible administrative work involving complex problems and situations; provides staff assistance to the Director and Deputy Director of Public Works and the Manager of Recycling and Solid Waste; provides staff assistance to various bureaus within Public Works as requested; Provides technical assistance with various contracts, grants and projects within Public Works; does related work as required;

SUPERVISION RECEIVED

Works under the supervision of the Director and Deputy Director of Public Works. Public Works Operations Manager may also receive supervision from the Manager of Recycling & Solid Waste.

SUPERVISION EXERCISED

General supervision is exercised over Public Works Office managers clerical personnel, with direct supervision over clerical personnel within the Bureau of Recycling and Solid Waste.

The Public Works Operations Manager may provide supervisory oversight within the Department of Public Works at the discretion of the Director and Deputy Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

Verifies on daily basis adequate office coverage, and organizes, assigns and reviews the work of subordinate office staff within Recycling & Solid Waste.

Compiles and processes bi-weekly payroll for employees in Recycling & Solid Waste; Assists as necessary with payroll functions for the various Bureaus of Public Works; performs payroll audits as requested by the Director and Deputy Director 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 for the Department of Public Works; Monitors expenses

during the fiscal year for the various bureaus within Public Works to assure monies are allocated properly to run the various Public Works programs. Prepares negative balance transfers for the department as needed

Ensure that all Public Works bureaus 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 and Recycling personnel attending training, conferences or meetings; Makes all necessary travel arrangements

May be asked to assist various bureau managers with the development, writing, preparation and evaluation of bids, RFPs and contracts; Assist with preparation of council resolutions for department

Tracks use of departmental credit card for purchases; reconcile statement to ensure payments are processed properly and in a timely fashion

Prepare all required and/or requested documentation for miscellaneous monthly and annual departmental reports and audits; assists Finance with annual MS-965 Liquid Fuels reporting

Possess Notary license to assist with notarization of City plans

Knowledge of City services, radio procedures and the bureau's operational policies, procedures, and routines. 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 two-way radio, Lucity work order system, emails, city website updates, etc.). Act as departmental lead for Lucity Work order system

Instructs Office Managers and other Public Works personnel regarding new and existing work procedures, work to be performed and standards to be attained; Organizes job related training sessions for employees as necessary

Prepare and enters requisitions for processing into the Eden System as required to assist the various Public Works Bureaus; acts as secondary approver for the Deputy Director

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

Attend meetings with other city bureaus and/or outside agencies and serve as Departmental liaison as required (City Council, Lehigh Valley Regional Partnership, others as required)

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

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.

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) Thorough knowledge of modern office practices and procedures.
- (E) Knowledge of Microsoft Excel, Word, Access and Power Point.
- (F) Ability to plan, train, instruct and supervise the work of clerical personnel.
- (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 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 valid PA Notary license; time will be given to obtain credentials training is scheduled throughout the year.

Possession of a valid Pennsylvania Driver's license

TOOLS AND EQUIPMENT USED

Require intensive daily use of personal computer, phone, fax machine, hand held-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.