

PUBLIC SERVICES DIRECTOR

Position Code: 3520

WC Code: 8601

FLSA Status: Exempt

Pay Grade: 367

Location: Public Services

Approval Date: 2023

General Statement of Duties

Performs difficult professional, technical, and managerial work, planning, organizing, and directing a variety of activities including; sanitation, street maintenance, traffic management, and engineering.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the work of departments engaged in a wide variety of municipal projects. The employee provides technical advice and assistance to the Assistant Town Manager in long-range planning, construction improvement, engineering, streets, solid waste collection and other infrastructure, and ensures that modern, safe, effective and efficient practices are utilized by all municipal work crews. Work also includes contract management, handling citizen issues, and budget and personnel administration. The employee represents the Town in multiple circumstances such as interactions with citizens, developers, state and federal regulatory officials, media, etc. Work is performed both independently and in coordination with the Assistant Town Manager and other town officials. Work is evaluated by reports, conferences, and acceptance of the community.

Duties and Responsibilities

Manages the hiring of p, promotion, training, discipline, counseling, and evaluations of personnel as well as other personnel actions and meets frequently with subordinate supervisors to solve both short and long-term problems; set priorities and deadlines and provide guidance and direction.

Manages and plans the activities of streets, sanitation, traffic, and engineering staff; ensures coordination of activities with other departments.

Researches and recommends long range plans and strategies for meeting municipal citizen service needs; researches and recommends operational changes to the Assistant Town Manager; analyzes personnel, equipment, property and operation of the

departments; implements actions to improve departmental operations; reviews and revises work objectives and expectations.

Reports to the Assistant Town Manager for Public Services and Operations and advises the Town Manager and other Town officials on streets, sanitation, traffic, and engineering projects and activities;

Oversees the maintenance and administration of the Public Services GIS system.

Coordinates projects with other departments; attends Town Board meetings to represent the departments.

Supervises the provision of Traffic Engineering Services.

Reviews the preparation of multiple departmental operating and capital budgets; monitors and approves expenditures.

Ensures that proper records are maintained of division operations; analyzes trends and work orders for effective decision making.

Researches, plans, and implements changes in regulations on solid waste disposal, recycling, safety, and other related issues.

Plans, organizes, and monitors a variety of contracted work such as street resurfacing, sidewalk, or drainage construction projects; coordinates with engineers and contractors.

Performs other duties such as special projects and related tasks as assigned.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of civil engineering design principles and engineering practices as applied to departmental functions.

Thorough knowledge of the principles and practices of public works and environmental resources administration, planning and construction.

Thorough knowledge of related Town policies, state and federal laws and regulations.

Thorough knowledge of modern governmental budgeting, personnel and purchasing practices.

Thorough knowledge of the equipment and materials used in the construction, maintenance, and repair of streets, traffic signals, and solid waste management.

Ability to supervise subordinate personnel including effective communications, motivations, staffing, and coaching.

Ability to interpret and prepare complex and detailed records and reports.

Ability to maintain effective working relationships with all Town officials, other public officials, employees, contractors and the general public.

Ability to present ideas effectively in oral and written form.

Physical Requirements

While performing the duties of this job, the employee is frequently required to reach with hands and arms, sit, talk, and hear. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. This position involves sedentary work requiring the employee to exert up to 20 pounds of force occasionally; 10 pounds frequently and/or a negligible amount of force constantly to move objects.

Must possess visual acuity to produce and review written reports and records including mathematical calculations, operate a computer terminal, analyze data, and to read maps, schematic drawings and plans.

Minimum Education and Experience

Bachelor's degree from an accredited college or university in civil or environmental engineering and seven to ten years of experience in a responsible management position in the municipal engineering, public works, or environmental resources field; or an equivalent combination of education and experience.

Special Requirements

Registration as a Professional Engineer in North Carolina

Possession of a valid North Carolina driver's license