

# City of Hendersonville, NC



## JOB DESCRIPTION

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were written out in this job description.*

### Director of Public Services

**Department:** Public Services

**Pay Grade:** 31

**FLSA Status:** Exempt

#### **JOB SUMMARY**

Responsible for the management and operation of the Water & Sewer, Public Works, and Engineering Departments. An employee in this class provides program, project and technical management and leadership for several City divisions including, but not limited to, water, sewer, stormwater, streets, parks & public properties, sidewalks, traffic, sanitation, recycling, sustainability, and capital projects. Duties include coordination and planning of Water & Sewer, Public Works, and Engineering Department budgets and capital projects; organization and development of key performance indicators to track and improve services; implementation of standards to ensure quality management; and guidance in the execution of the City's mission to provide cost effective and readily available public services to its residents, property and business owners, customers, and visitors. Work is performed under the general supervision of the City Manager and is evaluated on the basis of attainment of individual and departmental performance objectives, feedback from the public served, and observation.

#### **ESSENTIAL JOB FUNCTIONS**

- Organizes, directs and manages the completion of various complex, concurrent infrastructure and capital improvement projects, including water, sewer, stormwater, streets, parks & public properties, greenways, sidewalks, traffic, sanitation, recycling, and sustainability.
- Leads, inspires, coordinates and establishes goals for the Public Services staff ensuring that high quality service is provided to internal and external clients.
- Prepares, coordinates, and manages Public Service's annual budget, capital improvement plan (CIP), master planning activities, and strategic planning efforts.
- Manages the application of various grant and/or low interest loans for capital projects from State and Federal sources.

- Arranges and coordinates the implementation of various reports, studies and planning documents in order to ensure that the most cost effective and efficient services can be provided.
- Prepares City Council agenda items and presents various technical topics to City Council while answering questions and providing sound advice; provides regular input and updates to the City Manager, Assistant City Manager, City Council and others.
- Oversees technical design and construction standards and policies for infrastructure elements with the City to be used as part of public and private projects.
- Responds to and resolves difficult and sensitive inquiries and complaints relating to Public Services.
- Monitors and evaluates the efficiency and effectiveness of Public Service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships within the department; identifies opportunities for improvement; and manages the implementation of necessary changes.
- Represents the Public Services Department to other city departments, elected officials and outside agencies; explains and justifies department programs, policies and activities; and negotiates and resolves sensitive, significant and controversial issues.
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Bachelor's degree in Civil Engineering or Environmental Engineering from an ABET EAC accredited program; and fifteen (15) years of experience in utility, public works, and engineering work including ten (10) or more years in a supervisory capacity.

#### **Special Qualifications:**

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.
- Master of Public Administration or North Carolina Licensed Professional Engineer.

#### **Knowledge, Skills and Abilities:**

- Knowledge of the principles, practices, regulations, and techniques of engineering, public works, and utilities including environmental, construction, transportation, water and wastewater, stormwater, etc.
- Knowledge of computer technology.
- Knowledge of research methods and the ability to compile and analyze data.
- Knowledge of engineering design and construction standards and calculations
- Knowledge of project management, estimating processes, contract administration, computer aided design and Federal, State and Local Codes
- Skills in negotiations by providing required data and information
- Skills in problem solving, critical and innovative thinking, risk management, strong written and verbal communication, visualization, leadership and management
- Ability to perform complex calculations and processes
- Ability to interpret complex technical and legal documents, maps, drawings and plans

- Ability to analyze and systematically compile technical and statistical information and to prepare technical reports
- Ability to present ideas effectively in written and oral form.
- Ability to apply principles of logic and scientific reasoning and evaluate alternative courses of action to determine appropriate solutions
- Ability to interpret various rules and regulations
- Ability to prepare and present technical information to management, elected officials, customers, and the public in a clear and concise manner without ambiguity
- Ability to exercise good judgement and discretion
- Ability to conduct detailed analysis and assessment of program information
- Ability to plan, organize, and manage multiple tasks and deadlines
- Ability to adjust workload changes and work under stress to meet deadlines
- Ability to understand and consider varying opinions and perspectives in decision making
- Ability to establish and maintain effective working relationships with associates, the general public, customers, other agencies, contractors, consultants and public officials

#### **PHYSICAL DEMANDS**

Work in this classification is defined as light work requiring the physical exertion of up to 20 pounds of force occasionally and/or up to 10 pounds of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

#### **WORK ENVIRONMENT**

Work is performed primarily in an environmentally controlled office environment but requires exposure to outside environmental conditions including extreme heat, cold and noise requiring employee to shout in order to be heard above the ambient noise level.

*The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.*