

Public Works Operations Manager

GENERAL PURPOSE

Performs advanced supervisory and operational management work directing the day-to-day field operations of the Public Works Department. This position is responsible for execution of services, workforce supervision, and coordination of all divisions.

This role serves as the primary operational authority, relieving the Public Works Director and Assistant Public Works Director of daily field oversight responsibilities.

This position operates within the City's administrative structure under the Chief Administrative Officer (CAO) and executes operational direction established by the Public Works Director and Assistant Public Works Director.

SUPERVISION RECEIVED

Works under the direction of the Public Works Director. May receive administrative direction from the Assistant Public Works Director.

SUPERVISION EXERCISED

Direct supervision over division supervisors, superintendents, crew leaders, and assigned personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Operations Management

- Oversees and directs daily operations across all Public Works divisions.
- Coordinates work schedules, staffing levels, and equipment utilization.
- Ensures efficient and effective delivery of public works services.
- Identifies and resolves operational issues in real time.

Workforce Leadership

- Exercises primary responsibility for field-level employee supervision and performance management.
- Supervises and supports superintendents, supervisors, and crew leaders.
- Implements day-to-day personnel management including scheduling, assignment of duties, and operational decision-making.
- Recommends hiring, discipline, and performance actions to department leadership.

Coordination & Communication

- Communicates operational priorities from leadership to field staff.
- Coordinates activities across divisions to maximize efficiency and service delivery.

Public Works Operations Manager

- Responds to operational concerns, service requests, and citizen inquiries.

Safety & Compliance

- Ensures adherence to all safety standards, policies, and regulations.
- Promotes and enforces a strong safety culture across all divisions.
- Addresses safety concerns and ensures corrective actions are implemented.

Operational Planning & Support

- Assists with short-term planning, scheduling, and prioritization of work.
- Provides input on staffing, equipment needs, and operational improvements.
- Coordinates field support for capital projects and maintenance activities.

PERIPHERAL DUTIES

- Assists with staff training and development initiatives.
- Supports implementation of departmental policies and procedures.
- Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Graduation from a four-year college or university in civil engineering, construction management, public administration, environmental science, or a closely related field; or a minimum of four (4) years of progressively responsible experience in public works, utilities, or municipal infrastructure including supervisory responsibility; or any equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of municipal public works operations including water, sewer, streets, and infrastructure systems.
- Knowledge of safety standards, operational procedures, and regulatory requirements.
- Strong leadership and personnel management skills.
- Ability to coordinate multiple crews, projects, and priorities simultaneously.
- Strong problem-solving and decision-making abilities.
- Effective communication and interpersonal skills.
- Ability to maintain effective working relationships with employees, contractors, officials, and the public.

SPECIAL REQUIREMENTS

- Must possess or obtain a valid State driver's license and CDL Certification.
- Relevant utility certifications are desirable.