

CITY OF LINCOLN

DIRECTOR OF PUBLIC SERVICES

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under administrative direction, plans, manages, oversees and directs the operations and services of the City's streets, water systems, wastewater systems, public transit, solid waste collection, public facilities, parks, open space, equipment, vehicles and airport services; construction management, coordinates activities with other City officials, departments, outside agencies and organizations; provides responsible and complex staff support to the City Council and City Manager; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Director of Public Services** is the administrative management level class, which oversees all functions and operations of the Public Services Department. This classification is distinguished from the next lower classifications of Assistant Directors, Managers and Supervisors by the performance of overall department management responsibilities.

SUPERVISION RECEIVED/EXERCISED:

Receives administrative direction from the City Manager. Exercises direct and indirect supervision over management, professional, technical, field and office support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Accepts full responsibility for all Public Service Department activities and services, including City's streets, water systems, wastewater systems, public transit, solid waste collection, public facilities, parks, open space, equipment, vehicles and airport services; construction management
- Develops, implements and maintains Public Service Department goals, objectives, policies and procedures; reviews and evaluates work methods and procedures for improving organizational performance, enhancing services and meeting goals; ensures that goals are achieved.
- Plans, directs and coordinates the Public Service Department's work plan through appropriate department staff; assigns work activities and responsibilities to appropriate department personnel; reviews and evaluates organizational effectiveness and productivity; identifies and resolves problems and/or issues.
- Oversees the selection, training and evaluation programs for all Public Service personnel; provides or coordinates in-service training; identifies and resolves staff deficiencies; fulfills discipline

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procedures; reviews the work of department personnel to ensure compliance with applicable federal, state and local laws, codes and regulations.

- Monitors the condition of the City's infrastructure, including library services, recreation services, streets, sidewalks, curbs, gutters, buildings, equipment, storm drains, water facilities, sewer collection, wastewater treatment plant, other related facilities and equipment for maintenance, repair and replacement; develops and implements plans for short and long-range public works and capital improvement programs.
- Oversees City's streets, water systems, wastewater systems, public transit, solid waste collection, public facilities, parks, open space, equipment, vehicles and airport services; construction management.
- Prepares, manages and coordinates the development of the Public Service's budget; prepares forecasts of necessary funds for staffing, materials and supplies; presents, justifies programs, operations and activities; monitors and approves expenditures; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Serves as a resource for department personnel, City staff and other organizations; coordinates pertinent information, resources and work teams necessary to support a positive and productive environment.
- Approves and assigns the approval of all special permits, including, but not limited to, encroachment, transportation, wells, grading, and California Department of Fish & Game and Regional Water Quality Control Board Permits.
- Attends and participates in professional and community meetings; stays current on issues relative to the field of public service delivery responsibilities; maintains a customer service orientation within the department; responds to and resolves sensitive and complex community and organizational inquiries and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and face-to-face service.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Director of Public Services**. A typical way of obtaining the required qualifications is to possess the equivalent of seven years of broad and extensive experience in public service or related service delivery operations at the municipal or county level, including at least five years in a responsible management capacity, and a Bachelor's degree in public administration, engineering, parks and community services, facility management or a related field. A Master's Degree is preferred.

License/Certificate:

Possession of, or the ability to obtain, a valid class C California driver's license and possession of a valid certificate of registration as a Civil Engineer, issued by the California State Board of Registration for Civil and Professional Engineers.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern principles, practices and techniques of public service administration, organization and operation; principles and practices of infrastructure such as street maintenance, equipment maintenance, storm drainage system maintenance, water and wastewater design and operation, highway design and traffic engineering, facilities maintenance, street lights, storm drainage, airport operations, capital projects and public utilities; principles and practices of budget administration; participate in the establishment of division and/or department goals, objectives and methods for evaluating achievement and performance levels; make and/or recommend adjustments to standard operating procedures to improve effectiveness and comply with regulatory changes as appropriate; methods and techniques of supervision, training and motivation; basic principles of mathematics; applicable federal, state and local laws, codes and regulations including City, county and state building codes; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Plan, direct, manage and coordinate the work of the Public Service Department; facilitate group participation and consensus building; make adjustments to standard operating procedures as necessary to improve organizational effectiveness; participate in the establishment of division and/or department goals, objectives and methods for evaluating achievement and performance levels; interpret, explain and apply applicable laws, codes and regulations; plan, organize, train, evaluate and direct work of assigned staff; make adjustments to standard operating procedures to improve effectiveness and comply with regulatory changes as appropriate; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and variety of word processing and software applications; safely and effectively operate engineering tools and equipment.

Salary Range: Department Head

FLSA: Exempt

Employee Group: Contract/At Will

Adopted: