

CITY OF ARCADIA
FIELD SERVICES MANAGER

DEFINITION

Under administrative direction, to direct, manage, supervise, and coordinate the Field Services Division's programs and activities including the construction and maintenance of street, sewer, water, and storm drain systems, park and outdoor facility maintenance, and customer service activities; to coordinate assigned activities with other City departments, divisions, and outside agencies; and to provide highly responsible and complex administrative support to the Public Works Services Director.

SUPERVISION EXERCISED

Exercises direct supervision over supervisory, professional, technical, and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assume management responsibility for all Field Services Division services and activities.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs including the construction and maintenance of street, sewer, water, and storm drain systems, park and outdoor facility maintenance, and customer service activities; recommend, within Departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.

Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Public Works Services Director; direct the implementation of improvements.

Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

Plan, direct, coordinate, and review the work plan for Field Services; meet with staff to identify and resolve problems; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures.

Manage and participate in the development and administration of the Field Services Division annual budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary.

Serve as a liaison for the Field Services Division with other City departments, divisions, and outside agencies; negotiate and resolve significant and controversial issues.

Monitor all phases of contract administration.

Direct customer service activities such as service installations, meter reading, and responses to customer requests for services.

Prepare estimates and monitor construction, maintenance and operating costs.

Evaluate service and equipment needs; write or review bid specifications; monitor contractor/equipment performance.

Review and investigate citizen complaints and requests and determine and ensure appropriate disposition.

Monitor work completed in response to concerns from the City Council and the City Manager.

Investigate and report on matters related to claims made against the City.

Inspect work in progress to ensure compliance with City specifications.

Participate on a variety of boards and commissions; attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of engineering, construction, and maintenance services.

Provide responsible staff assistance to the Public Works Services Director; prepare and present staff reports and other necessary correspondence.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to Field Services programs, policies, and procedures as appropriate.

Respond to and resolve difficult and sensitive inquiries and complaints.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of engineering, construction, and maintenance programs.

Methods, practices, materials, tools and equipment used in the construction and maintenance of street, sewer, water and storm drain systems, and park and outdoor facility maintenance.

Information sources and research techniques in the areas of construction, street and building maintenance, park maintenance, and sewer, water and storm drains.

Construction safety methods and practices.

Organizational and management practices as applied to the analysis and evaluation of Field Services programs, policies, and operational needs.

Modern and complex principles and practices of program development and administration.

Advanced principles and practices of budget preparation and administration.

Principles of supervision, training, and performance evaluation.

Pertinent Federal, State, and local laws, codes, and regulations.

Safe driving principles and practices.

Skill to:

Operate modern office equipment including computer equipment.

Operate a motor vehicle safely.

Ability to:

Provide administrative and professional leadership and direction for the Field Services Division.

Recommend and implement goals, objectives, and practices for providing effective and efficient Field Services.

Manage, direct, and coordinate the work of supervisory, professional, technical, and clerical personnel.

Select, supervise, train, and evaluate staff.

Instruct skilled and semi-skilled workers in the methods, practices, tools, and equipment used in the construction and maintenance of street, sewer, water and storm drain systems and park and outdoor facility maintenance.

Maintain records of time, materials, and equipment.

Identify and respond to community and Field Services issues, concerns, and needs.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Prepare and administer budgets.

Prepare clear and concise administrative and financial reports.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Experience:

Six years of responsible experience in the construction and maintenance of public works including four years of management and supervisory experience.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, engineering, or a related field.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid driver's license.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

Effective Date: January, 1999