



FIELD SERVICES MANAGER

DEFINITION

Under administrative direction, organizes, supervises and coordinates the field services functions; performs complex professional work in construction and maintenance of streets, parks and facilities, coordinating with other City departments and outside agencies; provides high-level administrative assistance to the Public Services Director and may serve as Acting Public Services Director in his/her absence.

SUPERVISION EXERCISED

Supervises subordinate clerical, field and paraprofessional staff.

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Answer inquiries from the public and staff, both in person and over the phone, providing fiscal information and explaining procedures.

Supervise, train, evaluate, motivate and discipline subordinate staff providing technical guidance in construction and maintenance of streets, parks and facilities.

Oversee, participate in and evaluate the efficiency and effectiveness of service delivery.

Participate in the development of department goals, objectives, policies and procedures; recommend and implement changes in construction and maintenance systems and procedures.

Prepare and manage division budget, including identification of staffing, equipment, materials and supplies needs; approve expenditures.

Prepare construction estimates, bid specifications and requests for proposals; coordinate projects with contractors and other vendors; administer contracts.

Review and investigate citizen complaints and service requests ensuring appropriate disposition.

Investigate and prepare reports of findings related to claims filed against the City.

Gather and analyze data and prepare a variety of studies, investigations and reports.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard office procedures, methods and computer equipment.

Principles and practices of streets, parks and facilities construction and maintenance.

Principles and practices of employee supervision, training, evaluation, motivation and discipline.

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

Techniques used in dealing with the public and customer service.

Ability and Skill to:

Operate office equipment including computers, copying machines and phone systems.

Independently perform the most difficult technical work in streets, parks and facilities construction and maintenance.

Plan, organize, review the work of and train and supervise subordinate staff.

Respond to questions from the public and staff.

Independently interpret and apply policies, procedures, laws, codes and regulations pertaining to construction and maintenance of streets, parks and facilities.

Independently research and analyze problems, identify solutions, project impacts of proposed actions and implement recommendations.

Independently interpret and apply construction and maintenance principles and procedures.

Research, collect, compile and analyze information and data and organize work to meet schedules and timelines.



Prepare, examine and verify construction and maintenance documents, statements, reports and analyses.

Communicate clearly both orally and in writing.

Perform duties of an emergency worker in the event of a natural or other disaster.

QUALIFICATIONS

Any combination of education and experience that would provide the required knowledge, abilities and skills is qualifying. A typical way to obtain the qualifications would be:

BA/BS in Construction Management, Public or Business Administration or related field and five (5) years increasingly responsible professional experience in construction and maintenance, including two (2) years in a supervisory capacity. MA/MS highly desirable.

LICENSE OR CERTIFICATE

Must possess appropriate CA DL and a satisfactory driving record; American Red Cross certifications in C.P.R. / First Aid and Automated External Defibrillator (AED) Essentials.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, telephone, portable radio and copying machine.

Ability to understand and respond to the public's and staff's requests for assistance both on the phone and in person

Ability to prepare reports, perform mathematical calculations and sort/file documents

Ability to sit, stand and walk for two hours at a time

Ability to lift up to 90 pounds

Ability to get from one location to another in the course of doing business

Ability to work outdoors in all weather conditions including hot with sun exposure, cold and wet

