



FIELD SERVICES MANAGER

Definition:

Under the general direction of the Director of Community Development, administratively plans, organizes, and directs the City's field services which may include solid waste collection, maintenance of street issues, landscaping, and/or minor electrical issues.

Essential Job Duties:

The following tasks are essential for this position. Incumbents in this classification may not perform all of these tasks, or may perform similar related tasks not listed here.

1. Evaluates work methods and operations.
2. Plans and schedules divisional activity.
3. Prepares, estimates, and monitors costs of maintenance programs.
4. Oversees the evaluation, implementation, and monitoring of divisional policies, procedures, and services.
5. Evaluates service needs with available vendors and monitors contractor performance.
6. Inspects work in progress to ensure compliance with City specifications.
7. Provides staff assistance to the Community Development Director in conducting and/or presenting administrative studies.
8. Prepares and monitors Field Services Division budget, recommending funding sources for long-range capital improvement plans.
9. Receives and investigates citizen complaints and requests, determines and ensures appropriate disposition, and monitors work completed in response to concerns.
10. Investigates and reports on matters related to claims made against the City.
11. Directs and monitors regulatory compliance and reporting for field service operations.
12. Performs other related duties as required.

Minimum Knowledge, Skill and Ability:

Knowledge of:

- Methods, techniques, industry standard practices, and City procedures governing field services processes.
- Office procedures, methods, and equipment, including computers and applicable software applications, such as word processing, spreadsheets, and databases.
- Functions, policies, and procedures of relevant departments and/or operations.
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- Relevant mathematical principles and functions.
- English usage, spelling, grammar, and punctuation.
- Professional writing techniques.

Skill and Ability to:

- Plan, organize, prioritize, and perform duties as assigned with minimal supervision.
- Operate standard office equipment, a personal computer, and relevant software in a Mac environment.
- Interpret and apply department policies and procedures.
- Communicate clearly and concisely, both orally and in writing.
- Research and compile information.
- Maintain records.
- Establish and maintain effective working relationships with the public and all levels of staff and management.
- Adapt in a high-volume, fast-paced working atmosphere with multiple activities.
- Prepare clear, concise, and comprehensive reports.

Training and Experience:

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities could be considered qualifying. A typical way to obtain the knowledge, skills, and abilities would be a Bachelor's degree from an accredited college or university with major course work in public works, engineering, business, public administration, or related field and five years of increasingly responsible experience in public works administration, the construction industry, or a related field, with two years of supervisory experience. Municipal experience preferred. Additional years of increasingly responsible relevant experience may substitute for the degree on a year-for-year basis.

Licenses and Certificates:

Possession of a valid California driver's license is required by the date of hire.

Physical Requirements and Working Conditions:

- Requires vision (which may be corrected) to read small print.
- Requires mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Performs lifting, pushing, and/or pulling which does not exceed 50 pounds and is an infrequent aspect of the job.
- Subject to inside and outside environmental conditions.
- May be required to work at a computer for prolonged periods.
- May be required to use personal vehicle in the course of employment.