



CITY OF ST. CHARLES  
POSITION DESCRIPTION  
**PUBLIC WORKS**  
**Public Services Manager**

Division: Public Services FLSA Status: Exempt  
Reports to: Assistant Director of Public Works Union: None  
Positions Supervised: Construction Services Division Manager Grade: G  
Special Services Division Manager  
Facilities Division Manager  
Fleet Division Manager

**Position Description Overview**

As a member of the Public Works Department team, the Public Services Manager manages the operations of street, storm, fleet, facilities maintenance, and related public services special activities. The incumbent supervises staff and work involving the use of judgment and planning in the repair and maintenance of public works infrastructures.

**Essential Job Functions**

1. Supervises staff and projects responsible for the maintenance and upkeep of the City's Facilities division activities by:
  - Ensuring that the City's landscapes and streetscapes are manicured and in good condition and overseeing the scheduling, repairs, alterations, and maintenance of City buildings and structures;
  - Leads in safety meetings and ensuring compliance with OSHA regulations and annual training requirements;
  - Receiving, answering, and remedying citizen complaints regarding streetscape and building maintenance problems;
  - Maintaining appropriate records, reports, and correspondence on Facility Division matters;
  - Coordinating facilities maintenance activities with other City departments and public works units.
  
2. Supervises staff and projects responsible for repairing and maintaining roads, streets, and other public works facilities to ensure safe, passable, and serviceable condition of public streets by:
  - Overseeing the planning, assigning, delegating, and supervising staff work activities and street division projects including the Street, Sidewalk, Tree, Snow/Ice, and Curbside collection Programs;
  - Overseeing the scheduling, repair, and maintenance of street equipment;
  - Receiving, answering, and remedying citizen complaints regarding street maintenance problems;

- Maintaining appropriate records, reports, and correspondence on street division matters;
  - Leads in safety meetings and ensuring compliance with OSHA regulations and annual training requirements;
  - Coordinating street maintenance activities with other City departments and public works units.
3. Supervises staff and projects responsible for the maintenance and repair of fleet vehicles and a variety of small, medium and heavy equipment by:
    - Overseeing the planning, assigning, delegating, and supervising staff work activities and fleet division projects;
    - Supervising the use and maintenance of vehicles, tools and equipment used in the fleet shop;
    - Overseeing the estimation and review of labor and material costs;
    - Gathering and presenting information regarding specifications for the purchase of equipment;
    - Ensuring that equipment purchased meets desired specifications;
    - Overseeing the modification, repair, or disposal of equipment;
    - Leads in safety meetings and ensuring compliance with OSHA regulations and annual training requirements;
    - Implementing improvements in services and administrative procedures for the fleet division; and
    - Coordinating fleet maintenance activities with other City departments and public works units.
    - Assist in management of the vehicle replacement program.
  4. Provides skillful administrative management of the Public Services division for effective planning and organization by:
    - Developing administrative standards and procedures;
    - Providing leadership skills and superior knowledge of accepted management principles and practices;
    - Discussing individual job performance with subordinates and providing effective performance evaluations and other advice, counseling, or discipline as necessary;
    - Overseeing division employees' schedules, assignments, and attendance;
    - Gathering and forwarding payroll for Human Resource review; and
    - Participating and/or conducting division meetings.
    - Instructing staff in methods of operation and work.
  5. Develops long-range division plans and objectives, maintains current knowledge of public works developments/techniques, and assists in the preparation and administration of the annual budget by satisfying and maintaining all reporting requirements in an accurate and timely manner.
  6. Meets and/or exceeds customer expectations with an unparalleled commitment to excellent customer service and positively promoting and enhancing the services and programs offered by the City of St. Charles.
  7. Is responsible for Business plan and implementation through Public Services divisions.
  8. Consistent attendance and punctuality is required.
  9. Adhere to all departmental and City safety policies.

**Additional Job Functions**

1. Promotes self and others to successfully contribute to a positive group environment by:
  - Participating in proactive team efforts to achieve departmental and City goals;
  - Assisting other co-workers on special projects as required;
  - Annually attending 16 hours of work-related training and improvement classes/seminars as approved by supervisor; and
  - Providing leadership to others through example and sharing of knowledge/skill.

**Basic Requirements:**

For successful performance in this position, the incumbent will need to demonstrate the following:

**Knowledge, Skills, and Abilities**

1. Demonstrated knowledge and expertise of the principles and practices of public works administration, project management and related budgeting, cost control, inventory control, purchasing, and record keeping responsibilities.
2. Demonstrated knowledge of materials, methods, techniques, tools, and equipment used in street, fleet, and facilities maintenance and repair work.
3. Demonstrated knowledge of the occupational hazards involved and the safety precautions necessary to the safe performance of heavy manual work and equipment operation.
4. Knowledge of and/or ability to learn the geography and street system of the City.
5. Demonstrated knowledge of the methods and operation of snow and ice control.
6. Experience in successfully managing, leading, and establishing goals for others while providing encouragement and direction.
7. Intermediate personal computer skills to effectively utilize Microsoft Word and Excel, Lotus Notes, and other proprietary software standard features to create properly designed and formatted documents.
8. Excellent written and verbal communication skills, including the ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations and ability to write routine reports, correspondence, and procedure manuals.
9. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
10. Ability to define problems, collect data, establish facts, and draw valid conclusion.

11. Ability to interpret an extensive variety of engineering instructions and deal with several abstract and concrete variables.
12. Demonstrated ability to perform mathematical calculations, including the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages, and to apply concepts of basic algebra, geometry, and trigonometry.
13. Demonstrated ability to prioritize, organize, and delegate assignments in a timely manner.

### **Education and Experience**

1. Graduated from an accredited college or university with a Bachelor's degree in Engineering, Architecture, Public Administration, Business, or related field and/or equivalent experience.
2. Minimum of ten (10) years experience in construction, maintenance, and repair of infrastructures.
3. Minimum of five (5) years of managerial and three (3) years progressive supervisory experience.
4. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.

### **Physical/Environmental Demands**

Moderate physical activity performing somewhat strenuous daily activities of a primarily product/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office/shop setting with adequate ventilation, or on occasion, outdoors exposed to changing weather conditions, including:

1. Physical activity involving standing, walking, climbing, balancing and stooping, kneeling, crouching, tasting or smelling.
2. Physical activity involving sitting, using hands to finger, handle, or feel, reaching with hand and arms, and talking or hearing.
3. Manual dexterity sufficient to reach/handle items, works with the fingers, and perceives attributes of objects and materials.
4. Close vision (clear vision at 20 inches or less).
5. Distance vision (clear vision at 20 feet or more).
6. Color vision (ability to identify and distinguish colors).
7. Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point).
8. Depth perception (three-dimensional vision, ability to judge distances and spatial relationships).

- 9. Ability to adjust vision focus (ability to adjust the eye to bring an object into sharp focus).
- 10. Ability to lift up to 25 pounds.
- 11. Working near moving mechanical parts.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties. I also fully understand that this job description may change from time to time based upon the needs of the City.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

Public Services Manager  
6/26/09