


City of St. Charles Position Description  ST. CHARLES SINCE 1834	Position Title	Public Services Manager		
	Department	Public Works	Division	Public Services
			Section	
	Full/Part Time	Full Time	Union	Non-Union
	Reports to	Assistant Director of Public Works	Positions Supervised	<ul style="list-style-type: none"> Public Services Division Manager(s) Fleet Division Manager
	FSLA Status	Exempt	Salary Grade	F

Position Description Overview

This position, under the general supervision of the Assistant Director of Public Works, manages the operations of street, storm, fleet, facilities maintenance, and related public services special activities. The Public Services Manager supervises staff and work involving the use of judgment and planning in the repair and maintenance of public works infrastructures.

Essential Job Functions

Standard

1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
2. Adhere to all departmental and City safety policies.
3. Consistent attendance and punctuality is required.

Position-Specific

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; and
 - 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 conditions of public streets by:

- Overseeing the planning, assigning, delegating, and supervising of 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;
 - Leading safety meetings and ensuring compliance with OSHA regulations and annual training requirements; and
 - 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;
 - Leading safety meetings and ensuring compliance with OSHA regulations and annual training requirements;
 - Implementing improvements in services and administrative procedures for the fleet division;
 - Coordinating fleet maintenance activities with other City departments and public works units; and.
 - Assisting in the 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 Resources to review;
 - Participating in and/or conducting division meetings; and
 - 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. Supervisory responsibilities include establishing performance standards; training and developing subordinate employees; assigning and directing work; monitoring productivity with City and departmental policies, rules regulations and ethical standards.
9. Participate and make recommendations in hiring and promotion of personnel
10. Participate in personnel matters of discipline and terminations.

Additional Job Functions

- Standard*
1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
 2. Perform other duties as required or assigned.

Position-Specific
N/A

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

Knowledge	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.
	<i>Position-Specific</i>
	<ol style="list-style-type: none"> 1. Thorough 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. Thorough knowledge of materials, methods, techniques, tools, and equipment used in street, fleet, and facilities maintenance and repair work. 3. Thorough knowledge of the occupational hazards involved and the safety precautions necessary for the safe performance of heavy manual work and equipment operation. 4. Considerable knowledge of and/or ability to learn the geography and street system of the City. 5. Extensive knowledge of the methods and operation of snow and ice control.
Skills	<i>Standard</i>
	<ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and

	<p>appointed officials, employees, agencies, other governmental units, and the public.</p> <ol style="list-style-type: none"> 2. Excellent file maintenance and organizational skills. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. 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.
<p>Abilities</p>	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy guidelines using independent judgment in achieving assigned objectives. 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Possession of a valid driver's license. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Experience in successfully managing, leading, and establishing goals for others while providing encouragement and direction. 2. Ability to effectively present information and respond to questions from groups

	<p>of managers, clients, customers, and the general public.</p> <ol style="list-style-type: none"> 3. Ability to define problems, collect data, establish facts, and draw valid conclusions. 4. Ability to interpret an extensive variety of engineering instructions and deal with several abstract and concrete variables. 5. 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. 6. Demonstrated ability to prioritize, organize, and delegate assignments in a timely manner.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Bachelor’s degree in Engineering, Architecture, Public Administration, Business, or related field required. 2. Eight (8) years of experience construction, maintenance, and repair of infrastructures. 3. Five (5) years of supervisory experience. 4. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p> <ol style="list-style-type: none"> 1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch. 2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above. 3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc. 4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus. <hr/> <p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to work near moving mechanical parts.

Position Description Acknowledgement

Position Title

Public Services Manager

Revised/Updated

12/21/12

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

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.

Employee

Date

Supervisor

Date

Human Resources

Date