Position Title: Operations Manager       Date: April 12, 2005

Reports to: County Engineer       Department: Public Works

FLSA Status: Exempt    Positions Supervised: 3 Direct, 30-40 Indirect

BASIC FUNCTION: Under the general direction of the County Engineer directs, manages, supervises, and coordinates the programs and activities of field operations in all districts within the Public Works Department; coordinates assigned activities with other county departments, divisions, and outside agencies; provides highly responsible and complex administrative support to the County Engineer and Public Works Director. The Operations Manager is accountable for the overall effective operation of all assigned functions and to ensure personnel and resources are deployed in the most effective and cost efficient manner. The Operations Manager is also accountable for resolving sensitive political problems, citizen complaints, and personnel issues in a manner consistent with the county’s customer service goal.

MINIMUM QUALIFICATIONS: Bachelor's degree in civil engineering or related field and 10 years progressively responsible experience in public works operations and maintenance, including supervisory/management experience; or any equivalent combination of education and experience that demonstrates the ability to perform the essential functions of the position. A valid Washington State Driver's License.

KNOWLEDGE, SKILLS, AND ABILITIES (KSA):

- Extensive and thorough knowledge of:
  - Road, solid Waste, marine access and storm drainage utility systems, and construction, installation, maintenance, and repair procedures and techniques.
  - Maintenance and operations principles and practices as they apply to public works.
  - Legal standards, regulations, and procedures applicable to public works systems maintenance and operation.
  - Work hazards and safety procedures related to the work.
  - Fleet maintenance practices and mechanical procedures applicable to fleet maintenance.
  - Effective principles, methods and practices of management and supervision and proper personnel practices.
  - Organizational management principles.
  - Construction principles and practices.
  - Modern and complex principles and practices of program development and administration.
  - County rules, regulations, and policies.
  - Computer use including specialized software applications and databases.

Ability to:

- Plan, organize, and oversee assigned work programs, including monitoring work schedules, legal requirements and progress reviews.
- Communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.
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• Plan, organize, prioritize, assign, monitor, and evaluate the work of assigned staff.
• Establish effective working relationships with elected officials, other employees, and the general public.
• Communicate clearly and concisely, verbally and in writing.
• Prepare cost estimates and work plans.
• Make sound decisions and use good judgement in both routine and emergency situations.
• Read and interpret plans and specifications.
• Work under pressure and meet multiple ongoing deadlines.

Skill In:
• Planning, organizing, directing, controlling, and supervising the work of assigned employees.
• Formulating and setting goals that effectively carry out the department’s mission.
• Developing and revising work schedules that maximize employee productivity.

PRINCIPAL DUTIES - Asterisk designates essential function:

*1. Assumes management responsibility for all services and activities of the Public Works Operations Division including repair, maintenance, construction and operation of roads, docks, marine facilities, structures, solid waste facilities, and utilities. Determines work priorities. Coordinates work schedules and plans with other county departments and governmental agencies.

*2 Monitors fiscal parameters of complex operations and maintenance budget in excess of 3 million dollars annually. Prepares annual budget, justifies budget requests and amendments. Reviews all maintenance and operations expenditures and recommends approval.

*3 Obtains and evaluates bid proposals and price quotations for construction, repairs and maintenance projects. Negotiates, drafts, and administers contractual agreements; manages the work of contractors and consultants under direction of County Engineer.

*4 Evaluates field operations and establishes and implements policies, procedures, and standards for the efficient delivery of maintenance and operations programs and services.

*5 Plans, directs, coordinates, and reviews work plans for Operations Division; visits and conducts site evaluations as necessary; 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. Develops new programs as needed. Proposes and justifies financial plans for new and existing programs.

*6. Evaluates and consults with department managers on equipment-purchasing needs for the county; works with county engineer and other managers to schedule and carry out equipment, vehicle, and supply purchases in accordance with approved specification, state regulations and established procedures.

*7. Develops and recommends short and long-range plans and goals for department operations; conducts project planning for road preservation, maintenance, and construction, facilities, systems, programs and resources.

*8. Directs the selection, supervision, and evaluation of assigned staff. Establishes work rules, safety requirements, and performance standards. Initiates disciplinary actions as warranted. Resolves grievances and other sensitive personnel matters. Supervises employee development and provides training opportunities when appropriate.

*9. Directs the resolution of problems or emergencies that affect availability or quality of customer service. Develops and reviews emergency response plans. Acts as major incident manager in the absence of the county engineer or public works director.

*10. Responds to the most sensitive or complex public inquiries involving field operations and assists in the resolution of claims against the county. Assures that citizen complaints regarding any department activity are investigated and resolved at the request of the county engineer or public works director.
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*11. Assures the efficient and economical use of department funds, personnel, materials facilities and time.

*12. Works with other departments on matter of mutual concern and to accomplish department objectives.

*13. Provides complex analysis and makes professional recommendations on a variety of problems, projects, and programs for the county engineer and/or public works director as needed.

*14. Prepares and delivers presentation on division projects, programs, and plans to county legislative authority, other government agencies and the public.

*15. Acts within the scope of his or her responsibilities, working as a public employee and municipal officer with courtesy and professionalism, and adhering to the highest standard of ethics in accordance with RCW 42.52.

16. Other duties as assigned by the county engineer and/or public works director.

PHYSICAL AND MENTAL REQUIREMENTS: Requires frequent sitting and occasional walking, sometimes on uneven terrain. Requires bending, stooping and the ability to lift up to 50 lbs. Requires the ability to see and hear with sufficient acuity for good communication. Occasional work in inclement conditions, i.e., rain, snow, high winds. This position frequently requires visual acuity at 20 inches or less. The employee must be able to talk and to receive and understand written and oral communication and give written and oral instructions. Communicate effectively, both orally and in writing with supervisor, public and county personnel.

EQUIPMENT REQUIREMENTS:

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<tr>
<th>Equipment/Tool</th>
<th>No. of Hours</th>
<th>Frequency of use</th>
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<tbody>
<tr>
<td></td>
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<td>Weekly</td>
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<tr>
<td>Maps, measuring tools</td>
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<td>Camera, video camera</td>
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<tr>
<td>Boat</td>
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WORKING CONDITIONS: Work is preformed where needed and may be in an office environment or in the field in all conditions. May work around heavy equipment and be exposed to traffic and inclement weather. Must be able to respond to after-hours emergencies. Requires travel by small boat and airplane. All work requires a high degree of political sensitivity and is subject to frequent interruption and changes of priority.