

TOWN OF GILFORD, NH
OPERATIONS MANAGER
JOB DESCRIPTION



JOB SUMMARY

Assists the Director of Public Works with the supervision and administration in the planning, organizing and direction of the Department of Public Works, including oversight of operations for the Highways, Buildings & Grounds, Sewer, Vehicle Maintenance and Solid Waste.

SUPERVISION RECEIVED

Works under the broad supervision of the Director of Public Works; work is performed with considerable independence and requires the exercise of initiative and judgment in day-to-day public works operations; confers with the Director on a regular basis regarding all matters of importance.

SUPERVISION EXERCISED

Under the general guidance of the Director of Public Works, exercises general supervision over all public works staff. Assumes the responsibilities and duties of the Director in his/her absence.

EXAMPLES OF DUTIES PERFORMED

(Any one item listed may not include all of the duties necessary to perform the task, nor do the listed examples include all duties which may be found in positions of this class)

1. Assists the Director of Public Works in the planning and coordination of activities of all Public Works Divisions, both daily as well as long range operations. Assists in managing and participating in the development and implementation of goals, objectives, policies and priorities of specific programs within Public Works.
2. Assists the Director of Public Works in preparing annual budgets, compiling data, analyzing cost of job tasks (cost accounting), assessing future manpower and/or equipment needs.
3. Assists with routine and daily supervision of departmental staff personnel.
4. Works cooperatively with the DPW Director and other DPW supervisors to plan, develop and implement business and administrative functions of various division operations, to include purchasing, contract administration, request for proposals, vendor relations, payroll, invoicing, hiring, licensure and certification maintenance, personnel training and new employee orientation, union related issues and other administrative duties.

5. Under the Director's supervision, coordinates various public works operations with other Town Departments, state and federal agencies, utility companies; confers professionally with consultants, contractors and other interested parties through verbal and written correspondence and meetings.
6. Assists the Director of Public Works with the disbursement of information to citizens and residents through written communications and social media.
7. Manages the customer service request database and oversees proper implementation of DigSafe program.
8. Responsible for managing, approving and inspecting of all driveway permits and street opening permits, collection of required insurance and bonds for proposed work.
9. Responsible for administering all waste removal contracts for Town properties and reconciling all invoices related thereto.
10. Maintains DPW updated property inventory and maintenance records related thereto.
11. Develops and maintains Department technology initiatives.
12. Responsible for administering the drug and alcohol policy for all CDL drivers.
13. Covers for the Highway Superintendent during winter storms as needed. Is assignable to any given plow route as may be necessary to complete operations in a satisfactory manner.
14. Performs other related duties as may be assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Must possess a knowledge of modern methods and techniques of design, construction and maintenance of public works facilities; thorough knowledge of the principles and practices of administrative management; ability to plan, coordinate and supervise the work of subordinate personnel; ability to direct the preparation and maintenance of departmental records, and to make concise technical reports and proposals; ability to operate and provide technical assistance on computer programs utilized by DPW; ability to create and manage excel spreadsheets; must have highly developed organizational skills; ability to establish and maintain an effective working relationship with employees, Town officials, officials of other governmental agencies, contractors and the public.

MINIMUM QUALIFICATIONS REQUIRED

Graduation from High School and a specific course of training (or a college degree) in a public works related field PLUS at least five (5) years of progressive experience in street / highway construction and maintenance work, and including at least three (3) years experience in a supervisory capacity; OR any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities. Must possess a valid NH driver's license (commercial license preferred, CDL-B).

PHYSICAL EXERTION/ENVIRONMENTAL CONDITIONS

Considerable physical effort required in performing work under varying climatic conditions with exposure to mud, water, dust, dirt, heat and cold; continuous noise from machine operations and subject to cuts and abrasions from office and outside utensils.

PHYSICAL REQUIREMENTS

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| • Lift up to 10 lbs.: | Frequently required |
| • Lift 11 to 25 lbs.: | Occasionally required |
| • Lift 26 to 50 lbs.: | Occasionally required |
| • Lift over 50 lbs.: | Rarely required |
| • Carry up to 10 lbs.: | Frequently required |
| • Carry 11 to 25 lbs.: | Occasionally required |
| • Carry 26 to 50 lbs.: | Occasionally required |
| • Carry over 50 lbs.: | Rarely required |
| • Reach above shoulder height: | Occasionally required |
| • Reach at shoulder height: | Frequently required |
| • Reach below shoulder height: | Frequently required |
| • Push / pull: | Frequently required |
| • Hand Manipulation:
(Grasping, handling, fingering) | Frequently required |
| • Other physical considerations:
(Twisting and bending) | Frequently required |
| • Kneeling & crouching: | Occasionally required |

Equipment used: Computer, calculator, telephone, copier, FAX, FM Radio, cell phone, digital reader, hand tape, level, writing utensils, paper, and other similar items.
Pick-up truck, dump truck, front-end loader, backhoe, skidsteer, excavator, plows & sanders, hand tools, power tools.

Work Surfaces: Tables, desk, chairs, carpet, concrete flooring, tile flooring, asphalt, loam, snow, ice, dirt, rocks, grass, water and other similar surfaces.

Approved by the Gilford Board of Selectmen on _____