

CITY OF ROSWELL, GEORGIA
CLASSIFICATION SPECIFICATION

Code:	E714
FLSA:	E
WC:	8810
PG:	515
EEO:	1

CLASSIFICATION TITLE: SUPPORT SERVICES DIVISION MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to lead and coordinate the work of the Support Services Division of the Environmental/Public Works Department, which provides a broad range of technical and operational support for all Department operations including: water, stormwater, sanitation/recycling, and fleet management as well as Keep Roswell Beautiful. This classification will support Division and Department response to challenges and opportunities by: assessing systems, operations, and assets; project management; developing improvement options; and justifying and implementing recommendations that enhance operations and customer service.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises and directs Division staff responsible for operational improvement and customer service initiatives throughout all department operations (Solid Waste, Stormwater, Water, and Fleet) as well as Keep Roswell Beautiful. Staff reporting to the Division Manger include: Senior Technical Analyst, Geographic Information System Analyst, Environmental Education Coordinator, Environmental Compliance Officer, and part-time resources, as required.

Mentors staff to enhance their project management and business analysis skills. Works with staff and managers to establish priorities, estimate and track staff time for various initiatives, and resolve resource conflicts.

Develops strategies to help Division and Department Managers resolve problems and/or enhance operations. Examples include: meeting peak workload, assessing and implementing projects and programs, and developing scopes for part-time support, outside consultants, and contractors.

Organizes and leads effective teams; develops plans for allocation of staff resources; analyzes technical, operating performance, and cost data; develops project and program oversight and implementation strategies; develops and presents progress and performance reports; and develops corrective action plans.

Uses verbal and written skills to communicate effectively with a broad range of stakeholders. Coordinates and collaborates with other City Departments as well as external stakeholders (e.g., regulatory agencies, citizens, vendors, consultants, etc...) as needed to accomplish department objectives and initiatives.

Represents the division and the department in various administrative and professional situations; prepares and provides recommendations; represents the department and provides recommendations to outside groups; provides briefings to City leaders. Monitors spending and budgets to ensure compliance with established rules and requirements and to evaluate budget status.

Operates a personal computer, fax machine, phone system, copier, engineers scale, architectural scale, and other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, geographic information system, and other system software utilized by the department.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in engineering, finance, business, environmental science, or related field; ten years of progressive experience that includes: 2 years of project management and/or direct supervisory experience; 3 years of relevant environmental / public works operations; or, any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Georgia driver's license.

Must have demonstrated experience or qualifications in at least four of the following areas:

- Business performance evaluation, process mapping, or program implementation
- Environmental regulation
- Education and/or public outreach
- Geographic Information Systems
- Life-cycle cost and return on investment analyses
- Georgia Professional Engineer License
- Project Management Certification by the Project Management Institute, or comparable organization
- Master's Degree
- Relevant software skills (e.g., presentation graphics, database, maintenance management, simulation modeling)

PERFORMANCE APTITUDES

Specific Knowledge, Skills, or Abilities: Requires broad working knowledge of: study design and construction theories, principles, practices and materials; business optimization principles and practices; and project management principles and practices. Must be able to read and interpret engineering/design plans and specifications, site plans, construction specifications, maps, and plats.

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives. Must understand how to compile, interpret, and integrate geospatial, time series, and financial data in complex decision-support analyses.

Human Interaction: Requires the ability to develop and lead teams and work groups in the absence of supervision / subordinate relationships. Requires excellent written and verbal communication skills. Requires working effectively with individuals having different educational, cultural, and experience backgrounds.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, rain, temperature extremes, unsafe structures, heights, confined spaces, electric currents, bright/dim lights, or rude/irate customers.

The City of Roswell is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.