

Job Title: Transportation/Stormwater Operations Manager
Department: Public Works—Highway Division
Reports To: Assistant Public Works Director
Salary Grade: S-19
Union Status: Non-bargaining unit.
FLSA Status: Exempt
Approval Date: 5-20-21
Approved By: Elyse Morgan

SUMMARY

Responsible for budgeting, planning, and coordination of all operations and activities related to the City urban forestry program, transportation and stormwater systems and infrastructure. Responsible to: review street and road networks, bridges, sidewalks, parking facilities, downtown open spaces and landscaping, trees and vegetation and open and closed stormwater systems; identify problems and determine optimum solutions; to lead the Highway Division staff; plan and organize work of subordinate personnel; and evaluate employee performance. Participate as a senior leader in Public Works Department and City activities and operations. Communicate effectively verbally and in writing with staff, senior management, elected and appointed officials, boards and commissions, and the general public. Responsible for the enforcement of policies, procedures, regulations and standards consistently. Develop effective working relationships with elected officials, City department heads and supervisors, subordinates and the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES.

- Responsible to ensure the compliance with City and Department policies, procedures, and standards.
- Responsible for the development and maintenance of standards and procedures to ensure safe work environment.
- Oversee the hiring, training, disciplining and evaluating of assigned employees.
- Develop and implement the annual Highway Division budget, participate, develop and implement the City's Capital Improvement Plan, and Asset Management Plans for the transportation and stormwater infrastructure. Oversee financial operations of the Division.
- Provide customer service, handle and resolve customer concerns and complaints. Meet with customers as necessary. This requires good public interaction skills.
- Plans, schedules and inspects work performed, ensuring assigned work is completed successfully, efficiently and in a timely manner.
- Maintain time, attendance and performance records and performs other bookkeeping and report functions as required. Address administrative issues in coordination with administration staff in a timely manner.
- Ensure that the Assistant Public Works Director and his or her representative is apprised of Division operations and developments.
- Work with other Public Works Division managers and other City Departments to manage and allocate equipment and personnel resources.

- Oversee the planning and responding to serve weather events (winter, flooding, etc.) and other emergencies.
- Develop, implement and oversee service contracts to support the maintenance, repair, and operations of the various components of the transportation and stormwater infrastructure.
- Consult with outside professionals and contractors on Division projects, as needed.
- Oversee, organize, and inventory City assets stored at the Public Works facility and remote storage areas.
- Participate on and lead Public Works Department and City teams and committees as assigned.
- Maintain awareness of current and emerging transportation and stormwater technology and construction, maintenance, repair methods.
- Other duties may be assigned.

Note: This position is subject to stand-by duty and callback during non-regular working hours, weekends, and holidays.

ADDITIONAL DUTIES AND RESPONSIBILITIES

All other task and/or duties as assigned.

CUSTOMERS

The public, users of the City's transportation infrastructure, City of Keene employees, other Public Works divisions and staffs, other City Departments, and other governmental agencies.

CROSS TRAINING

General knowledge of Fleet, Solid Waste, Sewer and Water operations and procedures.

SUPERVISORY RESPONSIBILITIES

Supervise all Highway Division employees.

QUALIFICATIONS

EDUCATION AND/OR EXPERIENCE

Bachelor's degree; or three to five years related experience and/or training; or equivalent combination of education and experience. Knowledge of transportation and stormwater infrastructure systems; Principles of supervision; operations, maintenance and construction requirements for road, sidewalk bridges, and stormwater systems, hazards and precautions associated with transportation and stormwater infrastructure operations, maintenance, and construction; familiar with urban forestry and landscaping principles, State and Federal regulations dealing with operation, maintenance of roads, sidewalks, bridges, and drainage systems; budget preparation and fiscal management.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability

to present information effectively to top management, public groups, and/or boards of directors.

COMPUTER SKILLS

Working knowledge of social media platforms, word processing, database, spreadsheet, and asset management system.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid New Hampshire Motor Vehicle License, required

PHYSICAL DEMANDS

Work is primarily in an office setting. Some outdoor work is required in the inspection of various land use developments, construction sites, or public works facilities. Hand-eye coordination is necessary to operate computers and various pieces of office equipment as the employee is regularly required to sit; stand; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee will frequently lift and/or move up to 25 pounds and occasionally more than 50 pounds. Specific vision abilities include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The noise level is moderate in the office but may be loud in the field where there is frequent exposure to outdoor weather conditions and equipment. There is occasional exposure to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. Outdoor weather conditions vary depending on the season.

