

## Class Title: Operations Manager

### BRIEF DESCRIPTION OF THE CLASSIFICATION:

Coordinates departmental services and manages the administration of the operation’s units. Coordinates the development of unit and departmental budgetary requirements. Directs special projects and daily operations of work unit.

### ESSENTIAL FUNCTIONS:

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Coordinates internal departmental services by maintaining safety and security, managing custodial and temporary labor services, undertaking damage assessment and record / file management and coordinating fleet operations and maintenance, equipment and capital purchasing and facility maintenance and repairs.
2	S	Manages and administrates the operations unit by coordinating food stamp distribution, managing inventory, records, and custodial and security services and overseeing supply room operations, mail distribution.
3	S	Coordinates the development of the unit and department budgetary requirements by performing studies and analysis related to facility needs, tracking accounts to ensure expenditures are within budget limits and verifying purchase requests before acquisition and preparing requests for proposals.
4	S	Directs special projects by interacting with outside vendors and contractors, performing cost analysis and estimates, preparing schedules and approving finished work and payments.
5	S	Directs the daily operations of the center by monitoring staff requirements, conducting building inspections to ensure facility safety, interacting with staff and guest and facilitating operations meetings.
6	S	Manages division crews and facility operations in the maintenance and repair of city streets, bridges, sidewalks, and related structures. Ensures compliance with safety regulations, oversees accident and injury investigations, and conducts accident reviews. Oversees the preventative maintenance program for a large inventory of heavy construction equipment. Directs snow, ice, and debris removal operations during emergency conditions.
7	S	Implements policies and procedures by performing personnel functions such as hiring, interviewing, evaluating, and training, making recommendations for operational changes, and preparing the fiscal year budget.

**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Three years of experience.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read various documents, reports, contracts, federal, city and state regulations, correspondence, and technical manuals.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence, reports, and policies and procedures.
Managerial	Managerial responsibilities include developing policies and procedures, maintaining contracts, and monitoring the completion of maintenance projects.
Budget Responsibility	Oversees budget preparation of bureau budget and reviews and approves expenditures of significant budgeted funds for the bureau and may research and prepare recommendations for city-wide budget expenditures.
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work is governed by broad instructions, objectives and policies. Work requires the exercise of considerable initiative and independent analytical and evaluative judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, vendors and sales representatives.

CSC Adopted: October 2001, CSC Revised: June 2014

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Computer maintenance, review of jobs, copier, fax machine, filing
Sitting	C	Computer, desk work
Walking	O	Inter-office, throughout facilities
Lifting	O	Office supplies, equipment, copy paper, files, reports
Carrying	O	Office supplies, equipment, copy paper, files
Pushing/Pulling	O	Hand truck/cart, office inventory, equipment
Reaching	F	Office supplies, equipment
Handling	F	Office supplies, equipment, copy paper, files, reports
Fine Dexterity	C	Computer keyboard, HVAC controls, writing
Kneeling	R	Review of maintenance work, plumbing, carpentry, flooring
Crouching	R	Review of maintenance work, plumbing
Crawling	N	
Bending	O	Review of facility maintenance, inspection of HVAC electrical, flooring
Twisting	O	Review of work in confined spaces
Climbing	R	Stairs, steps, ladder
Balancing	O	On stairs, steps, ladder
Vision	C	Computer, desk work, reading, writing, filing, driving
Hearing	C	Telephone, co-workers, supervisor, meetings
Talking	C	Telephone, co-workers, supervisor, meetings
Foot Controls	F	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computer, laser or inkjet printer, copy machine, fax machine, microcomputer, scanner, Standard Microsoft Windows and Office software, LaserFiche, Advantage Financial System software (AFIN), Internet/Intranet, motor vehicle

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	N
Chemical Hazards	M	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	S
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Recreation Centers/Neighborhood Centers

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)