

PUBLIC SERVICES DIRECTOR/TOWN ENGINEER

General Statement of Duties

Performs difficult professional, administrative and managerial work in directing the varied public utilities and public works services for the Town; serves as Town Engineer.

Distinguishing Features of the Class

An employee in this class is responsible for planning, organizing and directing work of employees engaged in public works and utilities systems installation, construction, maintenance and repair. In addition, the employee serves as Town Engineer responsible for managing capital projects from concept to construction completion. Work as Public Services Director includes managing both public works programs that include streets, landscape and facilities maintenance; solid waste management; storm water management; and fleet maintenance; and managing public utilities programs including water and wastewater treatment and water distribution and sewer collection systems. Work involves providing technical guidance and support to management, elected officials, various boards and commissions and Town staff. Work also involves long range planning for infrastructure needs, regulatory compliance, and service excellence; preparation and administration of capital and operating budgets and oversight of capital improvement projects; addressing citizen issues and problems; and staff hiring and management. Work requires strong management knowledges and skills in budgeting, staff management, professional engineering design knowledge, project management skills, and knowledge of personnel and supervisory principles, practices and laws and regulations. Work subjects employee to inside and outside environmental conditions while construction projects are in process. The employee may be exposed to noise, equipment, fumes, and other possible safety hazards when inspecting projects. Considerable tact and courtesy are required in frequent public contact. Work is performed under general direction of the Town Manager and is evaluated through periodic conferences, written reports, and public acceptance of the utilities services and quality of water.

Duties and Responsibilities

Essential Duties and Tasks

Researches and recommends long range plans and strategies for meeting citizen service needs; plans for short and long-range development of the utility systems for capacity, service extensions and environmental compliance; plans for and maintenance and repairs or replacement of facilities, vehicles and equipment.

Administers the Capital Improvement Program including serving as project engineer; recommend projects and priorities; administers architect and engineer contracts; signs and seals engineering plans, specifications permit applications, and other documents; supervises engineering staff.

Researches and recommends policies and changes to Town management; identifies improvements in systems and work methods and implements.

Plans, manages and administers budget; oversees and approves expenditures; reviews invoices daily for purchases and reviews monthly statements from finance; consults with and/or keeps Town management informed on major expenditures; develops and administers grants; plans and projects related continuation and capital improvement budgets including contracts and internal projects.

Advises the Town management, elected officials and various boards on a wide variety of public works and utilities matters, construction, improvements, capacity management, environmental compliance, citizen and intergovernmental relations; responds to citizen inquiries and complaints regarding infrastructure and development issues; attends staff meetings and Board meetings to make presentations of provide advise as needed.

Reviews and prepares plans and specifications for constructions projects and developments; coordinates changes with contractors; monitors compliance with plans and specifications during the construction process; administers a wide variety of contracts.

Reviews site plans for development and ensures construction meets Town needs; participates in technical review of all projects in the Town, public and private, for adherence to Town policies, specifications, quality and safety.

Manages and supervises staff through division supervisors; selects, hires, and promotes personnel in collaboration with the Town management and humans resources staff; ensures appropriate training and maintenance of certifications; ensures staff performance excellence; meets frequently with subordinate supervisors to solve more complex problems; sets priorities and deadlines, and provides guidance and direction on daily and weekly basis to division supervisors; oversees and conducts performance coaching and evaluations; monitors employee morale, engagement and relations issues.

Plans, organizes, and monitors a variety of contracted work; coordinates with engineers and contractors; makes field inspections of public works and utilities projects to review progress and ensure completion.

Determines needs and plans for utilities service maintenance and systems, street, stormwater, facilities and related structures construction, replacement, repair and maintenance needs.

Engages in considerable personal contact with citizens, contractors, builders, and other Town departments, county and other governmental agencies concerning service requests and complaints; investigates and decides or recommends actions; coordinates projects with other departments.

Ensures OSHA compliance in all phases of the department's work; ensures safety training is provided and work is performed in compliance with safety standards and rules.

Manages and participates in preparation, maintenance and quality of a variety of reports such as Consumer Confidence Report, Powell Report and Street Survey, Solid Waste Management Annual Report, Utilities Department Audit and State Reports, and various annual reports for the Manager, Mayor and Board; establishes data collection and analysis systems for effective monitoring and reports.

Develops and implements emergency and storm operations plans; establishes 24-hour operations as necessary.

Additional Job Duties

Performs other duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of state and federal laws and regulations, local ordinances and standards, and departmental policies and procedures affecting municipal utilities systems and public works functions.

Thorough knowledge of the application of information technology to construction monitoring, office systems, GIS and mapping.

Thorough knowledge of civil engineering principles and practices.

Considerable knowledge of the coordination and administration of governmental capital projects and related grants.

Considerable knowledge of the Town's budgeting, purchasing, and personnel policies and procedures.

Considerable knowledge of and demonstrated skills in using effective leadership, management and supervisory skills including hiring, mentoring, training, delegation, communication, motivation, team building, and performance coaching and evaluation.

Knowledge of laws and regulations related to staff hiring and management and principles of

diversity, equity and inclusion.

Skill in collaborative conflict resolution, public speaking and customer service excellence.

Ability to manage the work of consulting engineers and capital projects.

Ability to manage public works and public utilities program and staff.

Ability to exercise mature judgement and emotional intelligence in decision making and problem solving.

Ability to perform cost estimations and to plan, design, and manage large municipal projects.

Ability to interpret, prepare clear and concise reports and present findings and recommendations.

Ability to maintain effective working relationships and communicate effectively with Town, State, regional and local officials and community leaders, other department heads, supervisor, employees, general public, and contractors.

Ability to present ideas effectively in oral and written form.

Ability to exercise sound judgment and initiative.

Ability to be tactful and to use diplomacy in dealing with the public, especially in handling and resolving complaints.

Physical Requirements

Must be able to perform the physical life functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, talking, grasping, feeling, hearing and repetitive motions.

Must be able to light work exerting up to 20 pounds of force occasionally; and/or up to 10 pounds of force frequently, and/or a negligible amount of force frequently and/or constantly.

Must possess visual acuity to produce and review written reports and records including mathematical calculations, to operate a computer terminal, to analyze data, and to read maps, schematic drawings and plans, to operate trucks or other equipment, and to inspect work to determine accuracy, neatness and thoroughness.

Desirable Education and Experience

Graduation from a four year college or university with a major in civil engineering and experience of a progressively responsible nature in engineering design, project administration and public works and/or utilities management; or an equivalent combination of education and experience.

Special Requirement

Possession of Professional Engineer license.

Possession of a valid North Carolina driver's license.