

# EXECUTIVE DIRECTOR FOR PUBLIC SERVICES & OPERATIONS

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Position Code:

WC Code:

FLSA Status: Exempt

Pay Grade: 364 (\$74,765 - \$116,929)

Location: Town Manager's Office

Approval Date: 2011

## **General Statement of Duties**

Directs and coordinates administration of Town government in accordance with policies determined by the Town Board and Town Manager. Responsibilities entail accountability based on measurable cost effective results for the substance, efficiency, productivity and quality of activities performed within assigned areas.

## **Distinguishing Features of the Class**

An employee in this class plans, organizes, develops and implements budgets, policies, research efforts, special projects and other administrative activities in cooperation with the Town Manager, the Board of Commissioners and the department heads in the Town. Work includes supervising multiple assigned departments; developing policies and programs; researching data and trends; assisting the Manager with intergovernmental activities; handling public and media inquiries; special projects and problem-solving; participating in planning and administering the capital and operating budgets for the Town. Work requires sensitivity to the needs of the total municipal organization, support to management in the research and budgetary tasks and use of sound judgment in maintaining confidentiality. Work is performed under the administrative supervision of the Town Manager and is evaluated through periodic conferences, observation of results achieved and review of records, reports and files.

## **Duties and Responsibilities**

Provides leadership, management direction and supervises activities of the following departments: Public Works, Water-Sewer Maintenance, Development Services, Water and Waste Water.

Coordinates interdepartmental activities.

Participates on budget preparation team.

Researches and recommends new or improved departmental operations.

Directs the preparation of and monitors budgets.

Develops and implements general policies in consultation with appropriate managers to ensure efficient operations.

Confers with the Town Manager and other Town officials concerning major activities and furnishes advice on administrative and public services matters.

Serves as liaison between the Town and federal, state and other local government agencies concerning activities.

Researches and prepares reports on activities related to administration and public services and broad municipal activities on a project basis.

Reviews existing federal, state and local laws for applicability to department operations.

Receives citizen's inquires and complaints taking appropriate action.

Anticipates organizational needs and guides department heads across the organization toward meeting those needs.

Implements programs having organizational wide impact.

Initiates productivity improvement efforts through implementation of advanced technology and improved use of human resources.

Stays abreast of regional issues.

Facilitates citizen task forces, community groups and citizen committees.

Handles community relations to include participation and representation at various functions.

Assists the Town Manager in developing agenda items, background materials and presentations for the governing body.

Represents the Town Manager in a variety of meetings, conferences, and governmental events at the local, state and federal level.

Performs special assignments at the Town Manager's discretion.

Performs related duties as required.

## **Recruitment and Selection Guidelines**

### **Knowledge, Skills and Abilities**

Ability to read, analyze, and interpret complex documents.

Ability to respond effectively to sensitive inquiries or complaints orally and in writing.

Ability to make effective and persuasive presentations on controversial or complex topics to Board of Commissioners, management, public groups, and/or other boards or committees.

Ability to negotiate and resolve conflicts.

Ability to organize, direct and coordinate a complete range of administrative activities obtaining maximum efficiency.

Ability to apply principles of logical or scientific thinking to a wide range of problems.

Ability to deal with problems in the most difficult phases.

Ability to deal with a variety of abstract and concrete variables.

Ability to formulate a vision and develop practical courses of action to accomplish goals.

Ability to identify key stakeholders and create teams to solve complex issues.

Ability to think strategically.

Thorough knowledge of the theory, principles and practices of engineering, public services, and public administration.

Ability to communicate effectively with managers, other government officials, employees, the media and the general public.

Ability to maintain the confidentiality of all activities and management discussions.

### **Physical Requirements**

Must be able to physically perform the basic life operational functions of fingering, talking and hearing.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to analyze data and figures, operate a computer terminal and do extensive reading.

### **Minimum Education and Experience**

Master's degree in public or business administration or related field; seven to ten years high level public management experience; or equivalent combination of education and experience. Professional Engineering License in the State of North Carolina preferred.