



Director of Municipal Services

SUMMARY

The position of Director of Municipal Services is an appointed position by the Town Manager. Under administrative direction the Director plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Municipal Services Department, including maintenance and operations of streets, storm drains, fleets, wastewater collections systems waste management, code enforcement, and Apple Valley Choice Energy (AVCE); coordinates assigned activities with other Town departments, officials, outside agencies, and the public; fosters cooperative working relationships among Town departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to Town management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Town Manager. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines. Exercises general direction and supervision over management, professional, technical, and clerical staff through subordinate levels of supervision.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Manages and participates in the development and administration of the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Represents the Municipal Services Department to other Town departments, elected officials, outside agencies, and the general public; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Directs and oversees the grant administration function for the Town (excluding Economic and Community Development); implements, monitors, and reports funding activities according to grant regulations; attends mandatory meetings for Federal, State, and local granting agencies.

- Contributes to the overall quality of the department's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and Town needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Represents the Municipal Services Department to other Town departments, elected officials, outside agencies, and the general public; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Conducts a variety of departmental, organizational, and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Coordinates project management of development and construction projects assigned to the department, including negotiating and monitoring contracts and agreements, serving as principal contact for engineering consultants, architects, and contractors, and reviewing progress.
- Provides interpretation of state codes and ordinances regarding enforcement actions being handled by Code Enforcement.
- Reviews enforcement procedures and practices required by Code Enforcement; provides recommendations to ensure efficient and effective comprehensive code enforcement.
- Directs, through subordinate levels of management, the Town's waste management program.
- Monitors changes in laws, regulations, and technology that may affect Town or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and complex reports on special projects as assigned by the Town Manager.
- Participates on and makes presentations to the Town Council and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of Municipal Services.
- Directs the maintenance and cleaning of facilities, vehicles, and equipment; responsible for fee collections; supervises records maintenance and prepares required reports.
- Confers with Town Attorney, other department representatives, and outside agencies regarding code enforcement and animal control issues.
- Maintains and directs the maintenance of working and official departmental files.
- Performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department head classification that oversees, directs, and participates in all activities of the Municipal Services Department, including short- and long-range planning and development and administration. This class provides assistance to the Town Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, municipal functions, and activities, including the role of an elected Town Council, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing

departmental planning and operational goals and objectives and for furthering Town goals and objectives within general policy guidelines.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in business or public administration or a related field, and seven (7) years of experience in public or private administration or municipal government, with three (3) years of considerable supervisory or administrative experience. Possession of a Master's Degree is highly desirable.

LICENSE AND CERTIFICATION REQUIREMENTS

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Completion of PC 832 Peace Officers Training class.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Public agency budgetary, contract administration, town-wide administrative practices, and general principles of management related to the functions of the assigned area.
- Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.
- Theories, principles, and practices of waste management, code enforcement; evaluating alternatives and making sound recommendations.
- Applicable Federal, State, and local laws, codes, court decisions, and regulations, including administrative and departmental policies concerning the operation of a municipal services department.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Technical, legal, financial, and public relations problems associated with the management of municipal services programs.
- Methods and techniques for writing and presentations, contract negotiations, mediation and arbitration, business correspondence, and information distribution; research and reporting methods, techniques, and procedures.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to public and Town staff, in person and over the telephone.

Ability to:

- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department and assigned program areas.
- Provide administrative and professional leadership and direction for the Department and the Town.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select, train, motivate, and evaluate the work of staff and train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Develop, recommend, interpret, and apply state codes and ordinances regarding enforcement actions being handled by Code Enforcement.
- Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of Town programs and administrative activities.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the Town in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Town and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Occasionally, employees may work outside with exposure to loud noise levels and may be exposed to inclement weather conditions, animal hair, dust, and potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*