

HEAD OF OPERATIONS

Definition

The Head of Operations is the lead operations assistant to the Public Works Director. Performs administrative and supervisory work in directing the operations of the Streets & Roads, Trees & Cemeteries, Parks and Grounds, Solid Waste and Fleet Maintenance divisions of the Public Works Department (the “Department”) and the assigned activities of its personnel; all other related work as required.

Job Description

The Head of Operations is responsible for supervisory, administrative, planning and technical work in directing and coordinating the maintenance, repair and construction of public ways, drainage structures and designated Town-owned properties in conformance with sound engineering practices and good judgement. Work is performed under the supervision of the Public Works Director and/or Deputy Public Works Director as required and is reviewed through regular coordination and inspection to ensure successful completion of work.

Essential Functions:

Support and implement the goals and initiatives of the Director of Public Works.

Supervise the maintenance and repairs of all vehicles and equipment under the control of the Department. Inspect shop and work areas and equipment to assure that proper standards of neatness, orderliness, and safety are maintained.

Support and direct division foremen/crew leaders in carrying out their assigned tasks, inspect works in progress, and ensure safety rules and regulations are followed. Investigate and report on personnel issues to the Director.

Assist in the development and implementation of a capital vehicle and equipment purchase and maintenance plan including creating/writing specifications for vehicle and equipment procurement. Make recommendations to the Director on new programs or program improvements, and substantially assist the Director in budget projections, preparations, and management reports.

Operate and manage the Town’s fueling depot and automated fuel tracking system. Order gasoline and diesel fuel as needed. Operate, maintain, and direct repairs on the fuel station in accordance with Federal and State laws and regulations. Provide fuel usage reports to administrative staff for calculation of fuel invoices.

Regularly review the work performance of divisional staff and provide supervisory guidance.

Assist the Director with matters of discipline and personnel relations. Handle complaints and grievances within the limits of established policy. Recommend disciplinary/dismissal actions as necessary, keeping the Director advised at all times on these and related matters. Maintain effective communication with others on matters of mutual concern to ensure a well-functioning

team environment.

Develop cost estimates and provide project management for road, sidewalk, stormwater, bridge, building, playing field, park, transfer station and cemetery projects. Project management to include plan review and comment, inspection of contractors' work, tracking of daily quantities performed, and reviewing pay requisitions. Assist the Engineering Division staff and the Director in development of the specifications and construction procedures of capital projects.

Assist the Director in selecting materials, supplies, and construction equipment that best suits the Department's needs. Oversee replacement and purchasing matters, inventories, protection and security of all DPW equipment. Aid in the coordination between division activities, through the division Foremen and Crew Leaders, for proficient use of equipment and work force to meet any/all situations.

Oversee department bid awards and contract purchases. Familiarity with equipment to ensure delivered equipment and material meets contract specifications.

Responsible for implementing and managing the annual Pavement Management Plan and associated road construction projects, including acting as the general contractor for such projects. Conducts regular inspections of projects to ensure timely completion and compliance with quality standards. Ensures contractor is meeting the general specifications and conditions of the contract. Coordinate between contractors, vendors, Town departments such as Police, Fire, Highway Department, Water District and other public utilities to perform annual road construction and affiliated projects.

Must be present to supervise and manage all emergencies including the Department's snow and ice operations. Maintain 24-hour on-call status during snow and ice operations, hurricanes, microbursts, any police/fire situations involving DPW support and other emergencies.

General understanding of public procurement, municipal budgeting and capital planning. Computer skills including word processing and spreadsheet analysis is a critical component of this position.

Perform all other related tasks as required.

Minimum Qualifications:

Knowledge, skills, and abilities to perform the required tasks detailed in the essential functions above.

Proven leadership qualities.

Working knowledge and thorough understanding of roadway paving/resurfacing practices and pavement management programs, drainage, planning, equipment, surveying and means/methods of construction, and snow removal operations and standards.

Computer skills including proficiency with Microsoft Outlook, Word and Excel.

Education and experience:

High school graduate with 5 years experience in public works construction or related field, at least three years of which were in a supervisory position; or Associates Degree in Business or Civil Engineering with five years experience in Public Works construction or related field, or any equal combination of education and experience. Municipal experience in Massachusetts strongly preferred.