DIVISION DIRECTOR OPERATIONS

DEFINITION

Under administrative direction, the Community Services Department (CSD) Operations Division Director is accountable for directing the CSD operations, including roads, facilities and equipment services, parks and open space, and utilities, in accordance with the County and CSD operational, quality and safety standards. The Operations Division Director is the designated County Public Works Director and fulfills the duties and responsibilities allocated to the County Public Works Director by Nevada Revised Statutes and the Washoe County Code. The Operations Division Director is a key advisor to the CSD Director and is a member of the CSD Executive Team.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's degree from an accredited college or university in Engineering, Business or Public Administration, or a closely related field and seven years of progressively responsible full-time experience in public works, engineering and construction, utility operations, including experience in municipal public works or utility operations to include 4 years in a supervisory/management capacity; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

A valid driver’s license is required at the time of appointment.

SUPERVISION EXERCISED

This is a management position, exercising direct and indirect supervision over a large operating division made up of operating staff involved in delivering parks, water utility, roads, facility services, equipment services and the administrative staff that support these operating functions.

EXAMPLES OF DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Contributes to development of the strategy, objectives, long term and annual plans, and operating model for CSD by participating in the development and implementation of organization strategy and the creation of an organizational culture designed to support the delivery of a wide range of high quality and necessary services to the community.

Contributes to the optimal management of capital, financial and human resources for CSD to achieve its strategies and objectives by developing and administering the Operations Division budget, developing projections for staffing, materials and services requirements and recommending and justifying staff, equipment, services and service levels.

Contributes to the development and implementation of inter-divisional programs, services and protocols and the allocation of the optimal resources to such programs and services engaging in organization wide priority setting, resource allocation, and decision-making and allocating Operations Division resources as needed to maximize the accomplishment of both intra-divisional and inter-divisional priorities.
Directs and manages the operations of equipment services, buildings and grounds, parks, roads, and water, wastewater, and reclaimed water utility and the maintenances of the systems and facilities used in these operations.

Within the parameters and priorities established by the Department Director, establishes the objectives, policies, organization structure, operating and staffing model for the Operations Division to enable the Division to meet its pre-agreed goals.

Develops and implements performance metrics, quality standards and reporting of performance of the Operations functions against pre-established and agreed performance standards.

Ensures that Operations Division staff is provided with training and development to perform their duties in a technically competent manner, safely and to meet pre-established quality standards.

Establishes the parameters within which capital equipment is efficiently and effectively used and monitors performance.

Builds and develops a Field Operations and Maintenance Division leadership team and leads that team in the achievement of the Operations Division’s business objectives.

Creates and sustains a culture of continuous business improvement within the Operations Division to enhance the efficiency and effectiveness of the Operations Division’s business.

Establishes and sustains a culture of personal and collective accountability within the Operations Division; monitors performance and provides feedback and coaching to employee; encourages teamwork and collaboration.

Acts as a pro-active participant in the CSD Executive team and represents CSD internally and externally in a manner which enhances the image and effectiveness of CSD.

May perform other duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATION**

**Knowledge of:**
County, departmental/division policies and procedures.

Countywide personnel policies.

Computer software specific to the work of the department/division.

Principles and practices of management and supervision; including program planning, implementation, and administration.

Principles and practices of project management, include developing and implementing project scopes, schedules and budgets.

Principles of budget preparation and fiscal accounting.

Washoe County budget process and pertinent policies and procedures of other County department (e.g., Purchasing, Finance, Risk Management).

Provisions of applicable collective bargaining agreements.
Modern principles and practices of administration as applied to the design construction and maintenance of public infrastructure including streets, buildings, water, wastewater, storm water facilities, parks and recreation and other public works facilities and services.

Materials, methods, and techniques utilized in the construction and maintenance of roads, buildings, water, wastewater, storm water facilities, parks and recreation and other public works facilities.

Laws, ordinances, and codes and regulations governing the County’s community planning, building and code compliance, transportation system, public works, parks and open space and utilities activities and the planning, management, and operations of organizations providing these services.

Principles and practices of civil engineering as applied to the development and management of public works.

Codes and regulations applicable to community planning and development in Washoe County and the Truckee Meadows area.

**Ability to:**

Organize, direct, and coordinate the activities of a large operating division providing a diverse range of community services.

Evaluate operational problems or situations, develop sound conclusions, and make effective decisions and/or recommendations.

Plan, coordinate, and direct the operations of the Operations Division to achieve established goals and maximize efficiency.

Supervise personnel, including training, assigning and reviewing work, coaching, mentoring, administering discipline, and conducting performance evaluations.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Evaluate work priorities, procedures and processes and operational or engineering issues to determine their effectiveness and efficiency.

Organize and manage programs and projects and programs meeting targeted schedules and budgets.

Develop and administer Operating Division budget.

Interpret, understand, and apply technical reports, statutes, rules, and regulations.

Communicate effectively both orally and in writing.

Contribute to the development and implementation of long-term capital improvement plans.

Maintain cooperative working relationships with Division and Department staff, representatives of other departments, professional engineers, contractors, management staff, elected officials, citizen interests and the general public.

Make presentations and represent the Washoe County Community Services Department and the Operations Division in various public forums such as County Commission meetings.

**SPECIAL REQUIREMENTS**

*Essential duties require the following physical skills and work environment:*
Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, and telephones. Work is usually performed in an office environment and occasionally outdoors.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*