

DIRECTOR OF OPERATIONS
(Department of General Services)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent works closely with and under the direction of the Commissioner and Deputy Commissioner to administer for many of the daily service delivery functions and operations related to the City infrastructure, including streets and sidewalks, buildings and property, and solid waste management. The Director of Operation is on-call 24 hours/day, seven days/week, and helps the Commissioner and Deputy Commissioner oversee a large workforce. The Director of Operations, along with the Commissioner, oversees and assists the Chief Fiscal Officer in preparing the annual budget and is responsible for managing the procurement of goods, services, vehicles and equipment. Duties call for a high degree of experience and professional ability in the area of organizational management, public administration, financial management and procurement. Supervision is exercised over administrative staff and street workforce employees.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Assists Commissioner and Chief Fiscal Officer in preparing the annual budget, and capital budget, (which establishes the needs of the Department in regard to work force, material, supplies, vehicles, equipment, funds for contracted services, etc.);
- Oversees the department's procurement process for goods, vehicles, services and equipment;
- Supervises administrative staff and street workforce employees.
- Oversees waste collection and recycling programs including the city's Compost facility;
- Responsible for finding departmental efficiencies with respects to waste collection, recycling and street cleaning;
- Assists Commissioner, Deputy Commissioner, Chief Labor Supervisor, etc. with coordination and delegation of work assignments;
- Contacts government officials, community representatives and civic leaders to monitor community needs and departmental performance;
- Assists with coordination of departmental activity with other City departments, (i.e. Police, Fire, Water, Corporation Counsel and City Clerk);
- Reviews bid specifications, RFP's, consultant proposals, bid proposals, and cost estimates as prepared by the Chief Fiscal Officer;
- Provides technical and managerial assistance for environmental issues such as permitting, monitoring, and operation of the City's compost facility;
- Does related work as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of the principles and practices related to public works or general services in municipal government;
- Ability to assist in the management of a large and diverse workforce that involve complex issues related to personnel administration and workforce deployment;
- Ability to write concise financial and/or technical reports;
- Ability to exercise sound professional judgment based on advance technical knowledge in the field of public administration and environmental management;
- Ability to speak publically and represent the City in public forums and professional associations;
- Ability to interact tactfully and effectively with administrative officers, employees, and the general public;
- Courtesy;
- Dependability;
- Physical condition commensurate with the requirements of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree (or higher) in Business Administration, Finance, Economics, Environmental Science, Engineering or a closely related field and six (6) years progressively responsible full-time paid experience in municipal public works or general services, four years of which must be in a supervisory capacity; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Business Administration, Finance, Economics, Environmental Science, Engineering or a closely related field with eight (8) years progressively responsible full-time paid experience in municipal public works or general services, four years of which must be in a supervisory capacity; **OR**
- C. Graduation from High School or possession of a high school equivalency diploma and ten (10) years progressively responsible full-time paid experience in municipal public works or general services, six years of which must be in a supervisory capacity; **OR**
- D. Any equivalent combination of education, training and experience as defined by the limits of (A), (B) and (C) above.