

**City of San José  
CLASS SPECIFICATION**

**OPERATIONS MANAGER (3776)**

<b>CLASS CODE:</b> 3776		
<b>DEPARTMENT:</b> Department of Transportation	<b>ACCOUNTABLE TO:</b> Varies	<b>FLSA STATUS:</b> Exempt

**CLASS SUMMARY:**

The Operations Manager is responsible for a combination of maintenance, repair, administrative and technical functions related to infrastructure in the public right-of-way. Infrastructure typically includes streets and other street related areas. The incumbent plans, organizes and directs maintenance programs such as street sweeping, weed abatement, etc. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS:**

This Operations Manager typically supervises Construction Inspectors, Maintenance Workers and other Maintenance personnel such as Street Sweepers; and technical personnel such as Engineering Technicians. May also supervise a small number of Engineers (Engineer I/II) engaged in such activities as designing routes for sweeping streets. In addition, may supervise administrative staff such as Office Specialists and Analysts.

This class differs from the lower level classification of Principal Construction Inspector in its management of all maintenance functions within a program (including work performed by city crews), as well as a greater scope of budget and contract administration responsibility.

This class differs from that of the equivalent level classification of Maintenance Superintendent in its management of all maintenance functions within a program including contractual services and inspection staff, as well as a greater scope of budget responsibility. Maintenance Superintendents supervise a large number of Maintenance Workers and other Maintenance personnel (through lower level Maintenance Supervisors), but do not typically supervise Construction Inspectors or technical personnel such as Engineering Technicians or Engineers.

This class differs from the higher level classification of Maintenance Manager in its responsibility for fewer maintenance programs, a smaller staff, and a lesser scope of budget responsibility. Operations Managers may report to Maintenance Managers

**QUALIFICATIONS**

**(These qualifications are typically required. An equivalent combination of education, experience, knowledge, skills, and abilities sufficient to satisfactorily perform the duties of the job may be substituted.)**

Any combination of training and experience equivalent to graduation from high school and six years of related experience, including three years of related supervisory experience similar to Maintenance Supervisor or two years of related supervisory experience similar to Principal Construction Inspector or Associate Engineer. Education from an accredited college or university in such areas as business administration, public administration, engineering science or related field may be substituted for experience on a year-for-year basis (no substitution for at least two years of supervisory experience).

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**Licensing Requirements**

- California drivers license is required.

**Minimum Knowledge, Skills and Abilities:** (position requirements at entry and depending on area of assignment):

- Knowledge of the principles and practices of organization, public management (including budgetary control) and supervision.
- Knowledge of methods, materials and equipment used in maintenance and repair of public works.
- Knowledge of personal computers and applications.
- Knowledge of federal, state and municipal laws applicable to the maintenance and operation of public works.
- Ability to direct inspections to achieve compliance with contracts, construction plans, materials and specifications for facilities constructed in the public right of way and on City properties.
- Ability to communicate, both orally and in writing, with contractors, owners, community groups and the general public and convey project requirements and/or policies in a manner that establishes and maintains good working relationships.
- Ability to analyze administrative and operations problems and make appropriate recommendations.

**Desirable Qualifications:** (likely to contribute to more successful job performance; can often be learned on the job):

- Knowledge of City operating programs and specific budgeting procedures.
- Knowledge of principles and practices of program development and project management.
- Knowledge of technical aspects of contract administration and infrastructure maintenance.
- Ability to analyze functions to improve efficiency, cost and customer service and integrate the inspection, technical, contractual and non-contractual segments into an effective and efficient operation.

<b>DUTY NO.</b>	<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	<b>FRE-QUENCY</b>
1.	Supervises subordinate supervisory and other staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and, making hiring, termination, and disciplinary recommendations.	20%

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2.	Plans, implements and manages maintenance programs and operations to ensure efficient utilization of resources and continuous improvement of processes. Develops program goals and objectives	25%
3.	Establishes, reviews, and recommends policies and procedures for effective program operation. Ensures that all applicable, laws, rules, regulations and procedures are followed (including safety procedures).	10%
4.	Performs a variety of administrative functions such as planning and administering sizeable budgets to include expenses and revenue; preparing and submitting reports; approving procurement of tools, equipment and supplies; and preparing RFPs.	20%
5.	Performs customer service, public outreach and public relations work to explain and interpret maintenance programs and address community concerns. Investigates and resolves citizen complaints.	10%
6.	Interfaces with a variety of internal and external groups and individuals. Collaborates with other governmental agencies, businesses, and organizations to ensure efficient and appropriate delivery of services and programs; shares maintenance program outcomes with outside agencies and professional groups to build and maintain positive working relationships; makes presentations to City Council and other internal groups to make requests and interpret programs.	10%
7.	Provides technical assistance and advice to subordinates, demonstrating expertise in area of assignments.	5%
8.	Performs other duties of a similar nature or level.	As needed

**PHYSICAL REQUIREMENTS**

	Climbing		Kneeling		Crawling
	Balancing		Lifting		Reaching
	Stooping	x	Fingering	x	Standing
x	Talking		Grasping	x	Walking
x	Hearing		Feeling		Pushing
	Crouching				

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to lift, carry, push, pull or otherwise move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.

**CLASSIFICATION HISTORY :**

Revised 11/03; s001