

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Support Services Division Manager

Department: Environmental/Public Works

Pay Grade: 515

FLSA Status: Exempt

Job Code: E714

JOB SUMMARY

The purpose of this classification is to lead and coordinate the work of the Support Services Division of the Environmental/Public Works Department, which provides a broad range of technical and operational support for all Department operations including: water, stormwater, sanitation/recycling, facilities and fleet management as well as Keep Roswell Beautiful. This classification will support Division and Department response to challenges and opportunities by: assessing systems, operations, and assets; project management; developing improvement options; and justifying and implementing recommendations that enhance operations and customer service.

ESSENTIAL JOB FUNCTIONS

- Supervises and directs Division staff responsible for operational improvement and customer service initiatives throughout all department operations (Solid Waste, Stormwater, Water, Facilities and Fleet) as well as Keep Roswell Beautiful. Staff reporting to the Division Manger include: Senior Environmental Engineer, Stormwater Plans Reviewer, Environmental Education Coordinator, Administrative Specialist, Accounting Specialist and part-time resources, as required.
- Mentors staff to enhance their project management and business analysis skills. Works with staff and managers to establish priorities, estimate and track staff time for various initiatives, and resolve resource conflicts.
- Develops strategies to help Division and Department Managers resolve problems and/or enhance operations. Examples include meeting peak workload, assessing and implementing projects and programs, and developing scopes for part-time support, outside consultants, and contractors.
- Organizes and leads effective teams; develops plans for allocation of staff resources; analyzes technical, operating performance, and cost data; develops project and program

oversight and implementation strategies; develops and presents progress and performance reports; and develops corrective action plans.

- Uses verbal and written skills to communicate effectively with a broad range of stakeholders. Coordinates and collaborates with other City Departments as well as external stakeholders (e.g., regulatory agencies, citizens, vendors, consultants, etc.) as needed to accomplish department objectives and initiatives.
- Represents the Division and the Department in various administrative and professional situations; prepares and provides recommendations; represents the department and provides recommendations to outside groups; provides briefings to City leaders. Monitors spending and budgets to ensure compliance with established rules and requirements and to evaluate budget status.
- Operates a personal computer, fax machine, phone system, copier, engineers scale, architectural scale, and other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, geographic information system, and other system software utilized by the department.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in engineering, finance, business, environmental science, or related field; seven (7) years of progressive experience that includes: two (2) years of project management and/or direct supervisory experience; three (3) years of relevant environmental / public works/utility operations; or, any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:

- Must have demonstrated experience or qualifications in **at least four (4)** of the following areas:
 - Business performance evaluation, process mapping, or program implementation
 - Environmental regulation
 - Education and/or public outreach
 - Geographic Information Systems
 - Life-cycle cost and return on investment analyses
 - Georgia Professional Engineer License
 - Project Management Certification by the Project Management Institute, or comparable organization
 - Master's Degree
 - Relevant software skills (e.g., presentation graphics, database, maintenance management, simulation modeling)

Knowledge, Skills and Abilities:

- Knowledge of study, design, and construction theories, principles, practices and materials; business optimization principles and practices; and project management principles and practices.
- Ability to read and interpret engineering/design plans and specifications, site plans, construction specifications, maps, and plats.
- Ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives. Must understand how to compile, interpret, and integrate geospatial, time series, and financial data in complex decision-support analyses.
- Ability to develop and lead teams and work groups in the absence of supervision / subordinate relationships. Requires excellent written and verbal communication skills. Requires working effectively with individuals having different educational, cultural, and experience backgrounds.
- Ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials used in performing essential functions.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.