

ASSISTANT ROADS MANAGER - OPERATIONS

MAJOR FUNCTION

This is a supervisory position responsible for overseeing the operations of the Road Division.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.

- Under direction of the Roads Manager, controls the daily Division maintenance activities, including road maintenance and right-of-way maintenance.
- Responsible for planning, directing and monitoring maintenance activities assigned by Division management staff. Assigns or delegates to Road Maintenance Supervisors under charge.
- Investigates construction and operational complaints and reviews in the field.
- Manages personnel problems of the field crews in a fair and prudent manner in compliance with the County Employee Handbook and Policies and makes recommendations to senior management staff.
- Conducts performance evaluations, recommending promotions, merit increases, demotions and discipline. Participates in applicant interview process and makes hiring recommendations.
- Monitors production and troubleshoots and initiates problem solving. Plans and organizes maintenance activities by evaluating conditions to determine which tasks should be performed in what order and what materials or information is needed.
- Assists in the compiling of numerical or statistical data for charts, budgets, and schedules. Prepares routine reports such as brief written summaries to describe work status, repairs, inspections or problems encountered. Prepares technical charts and reports regarding the production and efficiency of the field operations.
- Evaluates and plans for training and instruction of subordinates.
- Assist in the development and writing of plans and specifications for the purpose of bidding materials, equipment, and projects. Makes recommendations regarding long range planning and purchasing of equipment.
- Interprets and administers corrective actions related to customer service to ensure all inquires and complaints are handled in a professional and timely manner.

SECONDARY FUNCTIONS

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- Performs other duties as assigned.

- May fill in for senior management staff as directed or in the event of absence.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

SUPERVISION

Direct and indirect supervision over an employee workforce assigned to the Division. This includes assisting in the assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

High school diploma and a minimum of eight years experience in road construction or maintenance with three years supervisory experience in a related field; or an equivalent combination of education and experience.

Licenses

Possession of a valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

- Ability to write reports, business correspondence and procedure manuals.

- Ability to effectively present information and respond to questions from groups of managers,

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clients, customers, and the general public.

- Ability to write routine reports and correspondence.
- Ability to speak effectively one-on-one with customers, and employees of the organization.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Mathematical Skills

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Interprets complex and detailed technical data.
- May participate in development of policy, programs, plans, or procedures.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Study manual work process to determine most effective methods for essential tasks.
- Ability to identify a problem, analyze the problem and determine a best course of action or solution to resolve the problem.

Specialized Skills and Abilities

- Thorough knowledge of the overall operations of the Road Division; thorough knowledge of the practices, procedures, and equipment used for the Road Division.
- Knowledge of effective management techniques; ability to plan and direct the operations of a significant part of the Road Division.

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- Ability to read construction plans; ability to maintain records, make comprehensive reports, and assist in the preparation of budget proposals.
- Ability to establish and maintain effective working relationships with employees and the public.
- Ability to plan and supervise the work of others and the ability to follow complex oral or written directions.
- Work requires constant attention to detail.
- Ability to analyze situations, draw conclusions, and make recommendations both orally and in writing.
- Knowledge of principles and practices of public administration.
- Must possess the following skills: planning and organizing, analyzing, estimating, and troubleshooting.
- The ability to communicate clearly and concisely.
- Ability to establish and maintain good working relationships with other County departments and outside agencies.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

Machines and Equipment

This employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, and other general office equipment, as well as a two-way radio and pickup truck, in the completion of the tasks of the position.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will occasionally be required to climb or balance, stoop, kneel, crouch, or crawl, and to lift up to fifty pounds; will regularly be required to stand, walk, sit, use hands to finger, handle, or feel, reach with hands and arms; and will frequently be required to talk or hear, taste or smell. Special vision requirements are close, color, and peripheral vision, depth perception and the ability to adjust focus.

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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts, fumes or airborne particles, and outdoor weather conditions. The noise level for this environment will be moderate to loud.

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Job Description Number: 7029

Category: 7

Status: E

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