

## **TRANSPORTATION ADMINISTRATIVE MANAGER**

### **MAJOR FUNCTION**

This is a professional position providing administrative and professional level assistance for the Department Director in a variety of administrative functions, including management of operational programs, personnel management, development of the annual budget and quality service. Employees in this classification may function as an Acting Division Manager or Acting Department Director in the event of absence or vacancy.

### **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.

- Supervises and coordinates operational programs within the department, i.e. Budget, Personnel and Quality Management.
- Develops, coordinates and administers the budget as directed by the Department Director through research and development. Prepares cost analysis and operational reports.
- Coordinates all personnel issues in the Department, including coaching, counseling, documentation and discipline to ensure consistency, compliance and adherence to deadlines. Assists directly in the performance evaluation of Division Heads.
- Coordinates and supervises the implementation of the Continuous Quality Improvement (CQI) program including educating Department staff on effective utilization of the system.
- Conducts investigations and research, prepares reports, and recommends solutions on various personnel issues, including discipline and termination.
- Plans, develops, organizes, implements, and directs preparation of administrative reports and special projects as assigned.
- Establishes and maintains an administrative system for tracking Interlocal, cooperative and grant road projects with City of Ocala and/or F.D.O.T. Oversees the invoicing and payment processing of such projects and maintains an on going data base of all relevant information.
- Conducts research, analyzes data, develops recommendations and observations, and submits written and oral reports to the Director, County Administrator, and the Board of County Commissioners on a variety of special assignments as assigned.
- Develops procedures for implementing process improvements and changes in organization and administrative systems as directed. Supervises installation of such plans.
- Makes procedural and operational recommendations to the director.

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- As assigned, reviews with legal, contracts and agreements to ensure that contract documents, consultant agreements and agreements with others are appropriate.
- Conducts or participates in developing short and long range fiscal, operational and quality improvement strategic plans.

### **SECONDARY FUNCTIONS**

- Frequently reads and interprets large volumes of written materials, financial data, technical materials, statutes, rules and ordinances.
- Conducts meetings and handles problems involving departmental contracts (within areas of responsibility) with vendors, contractors, consultants, and the public. Some meetings may be held after hours, at night or on weekends.
- Performs other duties as assigned.

### **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, email or by phone contact.

### **SUPERVISION**

Responsible for directly and regularly supervising work of a relatively small number of employees (5 or more) in the areas of primary responsibility (budget, personnel, quality) and indirect supervision of a relatively large number of employees who report to other supervisors or managers. Includes assigning, directing, evaluating and reviewing the work of subordinate employees. Responsibilities include providing on- the-job training, evaluating job performance, recommending selection of new staff members, promotion, status changes, and discipline; planning, scheduling, and coordinating work operations.

### **EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS**

#### **Education and Experience**

Bachelor's degree from an accredited 4 year college or university in public administration, business administration, civil engineering or related field, five (5) years progressive public works management responsibilities of which three years must be supervisory, administrative and managing quality experience; or an equivalent combination of education and experience.

#### **Licenses**

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Possession of a valid Florida driver's license.

### **Certifications**

Certification as a Certified Public Manager in the State of Florida is a plus and may substitute for one year of experience. Certificates of training in Continuous Quality Improvement (CQI), or equivalent TQM training in the areas of Team Leader, Facilitator, and Process Management is required.

### **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 general business and government business periodicals, professional and technical journals, financial reports, and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write reports, business correspondence and procedure manuals.
- Ability to effectively present information and respond to top management, public groups, and/or boards, groups of managers, employees and the general public.

#### **Mathematical Skills**

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of geometry and algebra.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to calculate figures, accounts, projections and trends, such as amortizations, growth projections, expenditure/revenue projections, discounts, interest, commissions and depreciation.

#### **Problem Solving Abilities**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

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- Ability to interpret complex and detailed technical data in mathematical or diagram form.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to develop policy, programs, plans, or procedures.
- Ability to study work processes to determine most effective methods and essential tasks.
- Ability to develop and analyze complex financial spreadsheets and balance sheets.

### **Specialized Skills and Abilities**

- Knowledge of the theory, principles and practices of public administration.
- Knowledge of human resources laws, codes and policies.
- Knowledge of research techniques, methods and practices. Ability to conduct research, analyze and interpret findings, and prepare clear and concise reports.
- Ability to communicate courteously, tactfully, and effectively with government officials, employees, and members of the public. Ability to speak effectively and clearly in public.
- Ability to plan, and organize work. Strong organizational skills, ability to prioritize tasks, analyze data, and meet multiple deadlines.
- Ability to work independently on time sensitive complex issues.
- Ability to supervise employees in a manner conducive to full performance and high morale.
- 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 in the completion of the tasks of the position.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit, talk or hear and is occasionally required to stand, walk, use hand to finger, handle or feel, reach with hands and arms,

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climb or balance, stoop, kneel, crouch or crawl, taste or smell, and to lift up to 25 pounds. Vision requirements are close, distance, color, peripheral, depth, and ability to adjust focus.

**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 work near moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, risk of radiation, and vibration. The typical noise level for this environment is moderate.

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Pay Grade: 20	Status: E
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