

## TOWN OF WINDHAM

Position Title: Operations Manager  
Department: Public Works  
Reports to: Public Works Director  
Classification: Exempt M-1

Date: \_\_\_\_\_  
Incumbent: \_\_\_\_\_  
Supervisor: \_\_\_\_\_  
Town Manager: \_\_\_\_\_

### General Summary.

The Operations Manager performs administrative and professional work in the planning, organizing, directing and supervising the operations of all public works divisions in coordination with the Director of Public Works. This position operates under the general guidance and direct supervision of the Director of Public Works. Work is evaluated through observation, review and reporting.

### Essential Functions:

- Assists in the planning, directing, supervising, and coordinating of departmental operations; participates in the development of departmental strategic planning; assigns and prioritizes work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Supervises and assists Supervisors in the operation and maintenance of the Town infrastructure.
- Establishes performance expectations in consultation with the Director and evaluates performance of subordinate personnel.
- Assists with the preparation of operating and capital improvement budgets and the control of expenditures.
- Develops work plans in consultation with the Director and monitors work for conformance to policies and procedures.
- May assign duties in the absence of a supervisor.
- Responds to the public and other inquires relative to department policies and procedures.
- Evaluates issues and options regarding municipal public works and makes recommendations.
- Communicates with Supervisors during the development and progress of various projects.
- Participates in the interview process and recommends the appointment of personnel.
- Coordinates staff training in conjunction with Human Resources and the Public Works Director.
- May provide assistance to the Stormwater Coordinator, as needed.
- May assume the responsibilities of the Director, in his/her absence.

### Other Duties/Responsibilities:

- Perform other work as may be required in support of the Department of Public Works.

### Competencies:

#### Ability to:

- Oversee and coordinate activities.
- Assist with the preparation of departmental operating and capital improvement budgets and control budget expenditures.
- Prepare clear and concise written reports and develop appropriate recommendations.
- Effectively manage assigned areas of the departmental program.

- Establish and maintain cooperative relationships with those contacted during the course of work.
- Work extended hours, as needed.

Required Education/Experience:

- Working knowledge of finance, administration and budgeting;
- Valid Class CDL driver's license;
- At least five (5) years' of increasingly responsible experience in a public works environment, including at least two (2) years in a supervisory or administrative capacity; or
- Any equivalent combination of education and experience which demonstrates possession of the necessary knowledge, skills and abilities.

Additional Eligibility Qualifications:

- Knowledge of and ability to use all office equipment – i.e. computer, calculator, photocopier, phone and FAX machine.
- Experience using Microsoft Office software.
- Knowledge of GPS and GIS operations.

Working Conditions/Physical Demands:

Moderate physical effort required; normally seated or standing with freedom of movement on a regular basis; operating office equipment, and handling books and supplies. Extensive periods may be spent operating a computer and standing. Use of hands and wrists in frequent repetitive motions. Interaction with others via face-to-face communication, telephone, email, and written correspondence. Flexibility of motion – up and down a lot assisting staff and citizens; ability to lift up to 50 pounds is required. Field work in any and all weather conditions. .

*The above statements are intended to describe the general nature and the level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

EEO Statement:

The Town of Windham provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the Town complies with applicable state and local laws governing nondiscrimination in employment in every location in which the Town has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.