CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Public Works Administrative Supervisor** **UNION: 231**
SG: 5
DEPARTMENT: **Public Works, Operations** **CS: N**
FLSA: N
EEO4CODE: AS

JOB SUMMARY:

Responsible for managing and directing the administrative support functions of the Public Works Department. Provides administrative support to the Director, Assistant Directors, Superintendents and Managers of the Engineering, Natural Resources and Operations Divisions. Performs complex, sensitive and confidential work including labor relations research and personnel functions for the Public Works Director and Assistant Directors. Participates and provides input on department planning for labor management and collective bargaining. Serves as a member of the Public Works Department management team.

Independently manages department administrative staff and collaborates with other departments; has considerable latitude in exercising the use of independent judgement to select proper courses of action. Makes recommendations and decisions about department policy and procedure development and implementation directly related to the administrative support functions of the Public Works Department. Handles a variety of sensitive public information and departmental matters including radio communication among staff during emergency situations. Oversees the department's customer service functions and coordination of responses to citizen inquiries and requests. Position requires a high degree of professionalism, confidentiality and discretion.

SUPERVISORY RELATIONSHIPS:

Reports to the Assistant Director of Public Works - Operations. Works under general supervision and the guidance of City and Departmental policies and procedures as well as according to Federal and State laws and City regulations. Manages, directs, and/or coordinates the Department’s administrative support personnel, provides direction and/or coordination of various interns, temporary employees and volunteers.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Plans, organizes, directs, and evaluates the administrative functions of the Public Works Department. Provides administrative support to the Director and Assistant Directors of Public Works and management staff. Participates as a member of the Public Works Department management team.

2. Supervises the work of Department administrative staff, including hiring, training, and evaluation of staff; provides leadership, coaching, and mentoring. Assigns work, develops performance standards, and monitors performance. Makes recommendations and implements employment actions, including discipline with the Assistant Director's approval.

3. Prepares responses to routine correspondence, schedules meetings and maintains calendars. Gathers data needed for the preparation of contracts; maintains knowledge of current projects.

Prioritizes, delegates, composes and/or edits a variety of materials such as correspondence, reports, legal documents and notices, tables, graphs and charts.

4. Coordinates Public Works Department selection processes, working closely with the hiring managers as well as with Human Resources. Participates in the selection of new employees and provides initial onboarding and orientation for new staff. Provides or coordinates staff training.

5. Plans, organizes, evaluates and carries out specific projects that support the implementation of the Public Work Department's goals and objectives. Directs, coordinates and reviews the workplan for assigned services and projects. Assigns work and monitors work flow; reviews and evaluates work products, methods and procedures; identifies and resolves problems as needed.

6. Responsible for records management systems of significant importance to the Department and the City. Maintains confidential records for the Department and serves as the department expert on the appropriate release of records and information, including the department's personnel records. Performs or directs the work of assigned staff to organize, update, maintain, purge and archive databases, files, records and other documents according to guidelines. Performs or directs the collection, research, verification, entry, updating and retrieval of electronic data. Modifies systems and troubleshoots problems as needed.

7. Responsible for coordinating any short- and long-range planning to develop goals and objectives for the administrative support functions of Public Works Department. Analyzes Department Administrative needs and makes recommendations on new programs and training proposals. Defines goals and objectives and makes recommendations to the Public Works Department Management Team.

8. Maintains knowledge of all divisions' projects and schedules and coordinates clerical support as necessary. Oversees clerical staff in the maintenance of correspondence, project, accounting, and other divisional files.

9. Develops, recommends and implements improvements to office systems and procedures to improve efficiency of operations and service delivery methods.

10. Responsible for the processing of payroll appointments and related forms, coordinating with the Human Resources Department. Monitors records of hours worked by work study students and temporary employees.

11. Makes arrangements and processes all documentation for travel, training, conferences and other events; arranges for travel reimbursements per City policy.

12. Compiles information on budget, work schedules and staffing for use in establishing short and long-range goals, as assigned.

13. Oversees the customer service functions and coordination of responses to a variety of citizen inquiries and requests, ensures customer service requests are entered into the on-line (Hansen) work order management system and resolved in a timely manner; responds to and resolves difficult or time-sensitive citizen inquiries and complaints, conferring with the appropriate Supervisors as needed.

ADDITIONAL WORK PERFORMED:

1. Participates in various Public Works Department meetings as a management team member. Records and distributes meeting minutes. Represents divisions on General Office System Team and other inter-departmental improvement teams.

2. Acts as back up receptionist for the department.

3. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS AND ABILITIES):

Knowledge of:
- Thorough knowledge of office management principles and practices.
- Thorough knowledge of the principles and procedures of supervision including the planning, organizing, and delegating of work; evaluating performance, setting up complex record-keeping systems and developing an effective work team.
- Purpose, practices, and policies of the Public Works Department, including the operational relationships between City departments, other governmental agencies and community groups and agencies.

Skill in:
- Stress tolerance and the ability to handle several tasks simultaneously while maintaining accuracy and attention to detail in an environment of frequent interruptions.
- Strong customer service skills to work with a variety of citizens and personnel using tact, courtesy and good judgment.
- Strong skills in organization and planning, problem analysis, independent judgement, decision making, adaptability, and flexibility.
- Strong literacy skills including reading, composition, knowledge of standard and business English usage, punctuation, spelling, grammar, and formatting.
- Strong oral communications skills including the use of diplomacy and tact.

Ability to:
- Work cooperatively and collaboratively with staff, citizens, and other governmental departments, user agencies and diverse groups of people.
- Adherence to high ethical standards for conduct of public officials. Maintains confidentiality of financial, personnel and contractual matters.
- Works effectively with and contribute to a management team environment, collaboratively establishing work plans that support the department mission and goals.
- Work independently to carry out the responsibilities of the position.
- Prioritize, delegate, and review work assignments, including the ability to give written and oral instructions, and motivate employees.
- Utilize computerized information systems, and proficient use of word processing, spreadsheet, and database programs.
- Operate a 10-key calculator with accuracy.
- Willingness to work an abnormal work schedule during emergency conditions.
- Maintain consistent and punctual attendance.

- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Result Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Move between work sites;
  - Occasionally transport objects weighing up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Works in an office setting with extensive work performed at a computer workstation. Frequently interacts with the public on the telephone and in person, and field crews returning to shops area. Environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment.

EXPERIENCE AND TRAINING REQUIREMENTS:

- High school diploma or equivalent.
- Three (3) years of progressively responsible administrative management experience in an office with high public contact or comparable work experience required.
- Two years of supervisory experience required.
- Proficient use of computer for word processing applications, data entry, database, office management applications, timekeeping applications, spreadsheet applications and similar computer software is required.
- Municipal or other public sector experience preferred.
- Associate Degree or comparable vocational training in office management, business administration, public administration or equivalent is strongly preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal convictions check and child and adult abuse records check.

PREPARED BY: E. Johnston
A. Beatty
A. Sullivan
2/13

REVIEWED BY: _____
Eric Johnston
Asst. Director
Public Works Operations

REVISED BY:
I. Kaneshige
E. Johnston
A. Sullivan

_____
Ted Carlson
Public Works Director

PWOpsAdminSupervisor.jd.doc

1/19