



TAHOE CITY PUBLIC UTILITY DISTRICT

Job Description

Job Title: Director of Support Services
Department: Support Services
Supervised By: General Manager
FLSA Status: Exempt
Revised as of: January 2016

JOB SUMMARY

To plan, organize, direct and review the activities and operations of the Support Services Department, which includes the Technical Services Division, Information Systems and Technology Division and the Geographic Information Systems (GIS) program; to oversee customer relations, supervise and administer the District's water conservation efforts; to coordinate assigned activities with other departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the General Manager.

Exercises direct supervision over assigned management, supervisory, technical and administrative support personnel.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Develop, plan and implement department goals and objectives; recommend and administer policies and procedures.
- Develop and implement District's information systems and technology goals, objectives, policies and procedures.
- Develop and administer the Support Services Department budget and information systems-related budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Direct, oversee and participate in the development of the Support Services Department, Technical Services Division and Information Systems and Technology Division; assign activities, projects and programs, monitor work flow; review and evaluate work products, methods and procedures; both of assigned staff and/or outside consultants.
- Coordinate the activities and communication of the department with other District departments, outside agencies and the public.

- Research and prepare staff reports and other necessary correspondence including technical and administrative reports and studies.
- Conduct oversight of consultants and contractors.
- Participate in District board meetings.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the Department.
- Represent the Department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Manage the District's GIS program, including the development and implementation of goals, objectives, policies and procedures.
- Develop and implement goals, objectives, policies and procedures for the District's Computerized Maintenance Management System (CMMS)/Asset Management Program, to include training District staff and providing ongoing software support.
- Manage the District's property rights database and other department information systems and databases.
- Manage the District's system mapping, to include cataloguing and filing of maps pertaining to District-owned infrastructure, preparing maps and exhibits for staff and outside users, and providing system mapping data to outside consultants.
- Manage the District's technology infrastructure; including servers, workstations, printers, network equipment, telecommunications equipment and audio-visual equipment; manage and supervise contracted information technology consultant personnel.
- Manage the District's enterprise software systems, to include license management, negotiation and purchase, and end user support and training.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Monitor other agencies' or developers' projects in areas where District's water, sewer or parks facilities are located to ensure District facilities/property are not damaged or customer service disrupted; act as liaison with public agencies, developers and contractors as necessary.
- Assist with the preparation, update, maintenance and distribution of District construction standard details, specifications, ordinances, policies or other documents as required.
- Manage specific phases of assigned District capital and/or non-capital project implementation.
- Undertake special projects and assignments as assigned by the General Manager.
- Follow and enforce rules and regulations.
- Perform short range and long range planning.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Principles and practices of leadership, motivation, team building and conflict resolution.

- Pertinent local, State and Federal laws, rules and regulations regarding water and wastewater operations.
- Principles and practices of information systems and technology.
- Principles and practices of GIS, to include ArcGIS.
- Principles and practices of Computer Aided Drafting and Design (CAD), to include AutoCad.
- Principles and practices of CMMS and other asset management systems as applied to utilities, parks, facilities and other public works.
- Principles and practices associated with Global Positioning Systems (GPS) equipment used to survey asset locations.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Procedures and processes used in the planning, design, construction, and maintenance of public works projects.
- Methods and procedures of construction inspection practices for public works projects.
- Modern developments, current literature and sources of information regarding information technology, GIS, asset management and information systems.
- Principles and practices of project management.
- Computerized database structure, design and operation.
- Principles and practices of supervision, training and performance evaluation.
- Modern office practices, methods, and computer equipment.
- Safe work practices.
- Principles and practices of customer service.

2. Ability to:

- Plan, direct and control the administration and operations of the Support Services Department.
- Develop and implement department policies and procedures.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Gain cooperation through discussion and persuasion.
- Successfully develop, control and administer departmental budget and expenditures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply District and department policies, procedures, rules and regulations.
- Set safety and performance standards.
- Provide leadership.
- Supervise, train and evaluate assigned personnel.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Read, comprehend, interpret and explain plans, specifications, reports, agreements, easements, ordinances, policies, procedures and any other document within the expertise of the incumbent.

- Operate and use modern office equipment including computers and applicable software.
- Understand, interpret and apply Federal, State and local laws and codes and regulations pertaining to work assignments.
- Utilize engineering software (CAD, GIS, CMMS, and asset management) at an advanced level.
- Perform mathematical and engineering calculations including basic algebra, geometry and trigonometry.
- Explain projects, regulations and procedures to District Board and staff, consultants, contractors, developers, the general public or representatives of other public agencies.
- Supervise, mentor and train subordinate staff and other District staff in procedures, requirements and standards for areas of responsibility.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Understand both oral and written instructions and carry out in a positive manner.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university in engineering, business administration, computer science or a related field.

Experience: Six (6) years of progressively responsible professional experience in information systems and technology, engineering services or public works, including three years of administrative and management responsibility.

2. Certification & Licensing Requirements:

- Possession of appropriate and valid driver's license and driving record that complies with District policy.

3. Other Special Requirements:

- Advanced knowledge of computer systems, network infrastructure, and software usage with emphasis on AutoCAD, ArcGIS, and other engineering applications.

WORKING CONDITIONS

Work is primarily performed in a typical temperature controlled office environment subject to typical office noise and conditions. Position requires working beyond normal business hours, attendance at evening meetings and/or weekend work and the ability to travel. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by: 

Date: 12/23/2015

Classified by: 

Date: 12/23/2015

Approved by: 

Date: 12/23/2015