



## CLASS SPECIFICATION

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FLSA: exempt  
Probation: 12 months

### DIVISION DIRECTOR OPERATIONS-CSD

#### **DEFINITION**

Under administrative direction, the Community Services Department (CSD) Operations Division Director is accountable for directing the CSD operations, including roads, facilities, equipment services, parks and open space. The Operations Division Director is the designated County Public Works Director and fulfills the duties and responsibilities allocated to the County Public Works Director by Nevada Revised Statutes and the Washoe County Code and performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in engineering, business or public administration, or a closely related field AND seven years of progressively responsible full-time experience in public works, engineering and construction, parks, utility operations, including experience in municipal public works or utility operations AND four years in a supervisory/management capacity; OR an equivalent combination of education and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **SUPERVISION EXERCISED**

This is a management position, exercising direct and indirect supervision over a large operating division made up of operating staff involved in delivering parks, roads, facility services, equipment services and the administrative staff that support these operating functions.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, organize, manage, and direct functions, programs, and activities across the division.

Contribute to development of the strategy, objectives, long term and annual plans, and operating model for CSD by being a member of the CSD Executive Team and participating in the development and implementation of organizational strategy and the creation of an organizational culture designed to support the delivery of a wide range of high quality and necessary services to the community.

Contribute to the optimal management of capital, financial and human resources for CSD to achieve its strategies and objectives by developing and administering the Operations Division budget, developing projections for staffing, materials and services requirements and recommending and justifying staff, equipment, services and service levels.

Contribute to the development and implementation of inter-divisional programs, services and protocols and the allocation of the optimal resources to such programs and services engaging in organization wide priority setting, resource allocation, and decision-making and allocating Operations Division resources as needed to maximize the accomplishment of both intra-divisional and inter-divisional priorities.

Direct and manage the operations of equipment services, buildings and grounds, parks, and roads and the maintenance of the systems and facilities used in these operations.

Within the parameters and priorities established by the Department Director, establish the objectives, policies, organization structure, operating and staffing model for the Operations Division to enable the Division to meet its pre-determined objectives.

Develop and implement performance metrics, quality standards and reporting of performance of the Operations functions against pre-established and agreed performance standards.

Ensure that Operations Division staff are provided with training and development to perform their duties in a technically competent manner, safely and to meet pre-established quality standards.

Supervise the activities and performance of assigned staff including training, work assignment and review, coaching and development, employee discipline and performance evaluation.

Analyze data and monitor and evaluate the effectiveness of programs; implement appropriate programmatic changes.

Establish program priorities and develop policy recommendations; implement new policies and procedures to maintain compliance with changes in laws and meet community needs.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

Establish the parameters within which capital equipment is efficiently and effectively used and monitor performance.

Build and develop a Field Operations and Maintenance Division leadership team and lead that team in the achievement of the Operations Division's business objectives.

Create and sustain a culture of continuous business improvement within the Operations Division to enhance the efficiency and effectiveness of the Operations Division's business.

Establish and sustain a culture of personal and collective accountability within the Operations Division; monitor performance and provide feedback and coaching to employee; encourage teamwork and collaboration.

Act as a pro-active participant in the CSD Executive team and represent CSD internally and externally in a manner which enhances the image and effectiveness of CSD.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### **Knowledge of:**

Departmental and countywide policies and procedures including budget, personnel, and management policies, as well as relevant policies and procedures of other county departments.

Federal, state, county and local laws, ordinances, codes, and regulations governing division programs.

Departmental services and programs.

Modern principles and practices of administration as applied to the design construction and maintenance of public infrastructure.

Computer software specific to the work of the department/division.

Provisions of applicable collective bargaining agreements.

**Ability to:**

Plan, coordinate, and direct the operations across the department to accomplish established goals and objectives and optimize efficiency.

Supervise personnel including training, assigning and reviewing work, administering discipline and conducting performance evaluations.

Evaluate operational problems or situations; develop sound conclusions; make effective decisions and/or recommendations.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.*)

**Knowledge of:**

Principles and practices of management and supervision; including program planning, implementation, and administration.

Principles of budget preparation and fiscal accounting.

Principles and practices of civil engineering as applied to the development and management of public works.

Codes and regulations applicable to community planning and development in Washoe County and the Truckee Meadows area.

Materials, methods, and techniques utilized in the construction and maintenance of roads, buildings, parks and recreation and other public works facilities.

Principles and practices of project management.

**Ability to:**

Organize, direct, and coordinate the activities of a large operating division providing a diverse range of community services.

Evaluate work priorities, procedures and processes and operational or engineering issues to determine their effectiveness and efficiency.

Organize and manage programs and projects and programs meeting targeted schedules and budgets.

Interpret, understand, and apply technical reports, policies, procedures, statutes, rules, and regulations.

Communicate effectively both orally and in writing.

Contribute to the development and implementation of long-term capital improvement plans.

Make written and verbal presentations and represent the Washoe County Community Services Department and the Operations Division in various public forums such as County Commission meetings.

Establish and maintain effective and collaborative working relationships with all those contacted in the course of work to include other agencies, community representatives, vendors, clients, media, division staff and representatives of other departments.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment)*

Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computers, copiers, and telephones. Work is usually performed in an office environment and occasionally outdoors.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*