PUBLIC SERVICES DIRECTOR
JOB POSTING

Opening Date: June 28, 2023
Closing Date: Open Until Filled
Hourly Range: $125,466 - $178,651
Status: Exempt, Appointed

Wages are only a portion of the extensive benefits The City of West Jordan offers! Eligible employees are offered medical, dental, vision, and life insurance coverage, plus up-front and matching Health Savings Account contributions. The City is a participating employer with Utah Retirement Systems and, in addition to offering a pension, has a deferred savings account matching program. We also have a tuition reimbursement, and a down payment assistance program!

Benefitted employees also enjoy paid holidays, vacation, and sick leave.

The statements and information in this document are neither intended to nor do they create contractual or other rights on behalf of any person hired by the City.

SUMMARY

Directs, manages, supervises, and coordinates the Department of Public Services, including operations within the following divisions: cemetery, events, facilities, parks operations, parks capital projects, streetscapes, and streetlights. This position is also responsible for coordination of activities with other City departments, divisions, and outside agencies as it relates to the responsibilities of Public Services and provides highly responsible and complex administrative support to the Mayor and Chief Administrative Officer.

SUPERVISION EXERCISED

Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff in the Public Services Department.

ESSENTIAL DUTIES

- Responsible for the management of the Department of Public Services.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities with the department; recommends appropriate service and staffing levels; recommends and administers department Standard Operational Guidelines (SOGs), policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of department service delivery methods and procedures; assesses and monitors workload, administrative support systems, and internal reporting relationships; identifies opportunities for improvement, and directs the implementation of improvements.
- Selects, trains, motivates, leads and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct performance deficiencies.
• Plans, directs, coordinates, and reviews the work plan for all Public Services operations; meets with staff regularly to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.

• Manages and participates in the development and administration of Public Services Department budgets, including operating and capital project budgets; directs the forecasting of additional funds needed for capital projects, staffing, equipment, materials, and supplies; directs the monitoring of and approval of department expenditures and makes adjustments, as deemed necessary.

• Leads the department’s safety committee; conducts and organizes monthly safety meetings and employee in-service trainings; monitors, analyzes, identifies, and works to correct preventable accidents; recommends modifications to work procedures to minimize future property, liability and workers compensation claims.

• Serves as department liaison with other City departments, divisions, and outside agencies as it relates to operations and maintenance activities associated with Public Services; negotiates, resolves and troubleshoots service issues.

• Conducts a variety of organizational studies, investigations, and operational reviews; recommends changes to department programs, staffing, policies, and procedures, as appropriate.

• Participates on a variety of boards and commissions; attends and participates in professional association group activities and meetings; keeps abreast of new trends and innovations in the field of public services.

• Responds to and resolves difficult and sensitive inquiries and complaints. Oversees department customer service initiatives and ensures a high level of customer service is provided to both internal and external customers.

• Coordinates with other departments in conducting pre-construction meetings related to city facilities and capital improvement construction projects.

• Coordinates contracts for building and capital improvements, consultant agreements, and inter-agency documents with the City Attorney’s Office and the Purchasing Division.

• Reviews city building and infrastructure plans, standards, specifications, and other documents; recommends changes and corrections, as needed.

• Contacts contractors, vendors and service companies regarding bids, prices and product availability; approves and authorizes payments to engineers, architects, contractors, consultants and vendors, as needed.

• Performs other related duties and responsibilities, as assigned.

MINIMUM QUALIFICATIONS

Education: Bachelor’s Degree with major course work in public management, business management, parks management, engineering, construction management or related field. Master’s Degree preferred.

Experience: Eight years of responsible experience in Public Services, Public Works, Public Utilities, Construction Management, Parks Management, Facilities Management, or related field, including four years of direct management and/or supervisory experience.
Certifications/Licenses:
- Valid Utah Driver’s License

**KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of:
- Operational characteristics, services, and activities of Public Services, and activities of facilities maintenance, streetlighting and/or construction operations and programs
- Organizational and management practices as applied to the analysis and evaluation of CIP, facilities and other public programs, policies, and operational needs
- Modern and complex principles and practices of program development and administration, including CIP and facilities programming
- Advanced principles and practices of budget preparation and administration
- Occupational hazards and standard safety precautions necessary in the areas of parks, CIP and facilities maintenance and construction
- Principles of supervision, training, and performance evaluation
- Pertinent federal, state, and local laws, codes, and regulations
- Safe driving principles and practices

Skill with:
- Operating office equipment, including computer equipment and software
- Operating a motor vehicle safely

Ability to:
- Provide administrative and professional leadership and direction for the Public Services Department.
- Recommend and implement goals, objectives, and practices for providing effective and efficient public services.
- Manage, direct, and coordinate the work of management, supervisory, professional, technical, and administrative support personnel.
- Select, supervise, train, and evaluate staff.
- Identify and respond to the community regarding department issues, concerns, and needs.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new public service delivery methods, procedures, and techniques.
- Prepare and administer budgets.
- Prepare clear and concise administrative reports.
- Interpret and apply policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
WORKING CONDITIONS AND PHYSICAL DEMANDS

Work in a standard office environment which includes reaching, bending, sitting, standing, talking, hearing, and listening. Ability to lift 50 lbs. Ability to travel to different sites and locations. Responsible to respond to emergency situations outside of regularly scheduled work hours.

HOW TO APPLY

Interested applicants must complete and submit a resume and online application at https://wjordan.applicantpro.com/jobs/. This position is open until filled with first review on July 13, 2023. EOE.