

TOWN OF MERRIMACK OPERATIONS MANAGER

JOB SUMMARY

The Operations Manager, under the direction of the Director of Public Works, is responsible for the daily operations and maintenance activities of the Highway and Equipment Maintenance Divisions of the DPW, including all Town roads, bridges, sidewalks, storm drainage, parks, athletic fields, cemeteries, Town vehicles and equipment, etc.

SUPERVISION RECEIVED

Works under the general supervision of the Director of Public Works.

SUPERVISION EXERCISED

Accountable for all Highway and Equipment Maintenance staff. Carries out supervisory responsibilities in accordance with Town policies and applicable laws. Responsibilities include assisting the Director with personnel matters, training employees, planning, assigning/directing work, evaluating performance, addressing complaints and resolving problems.

EXAMPLES OF DUTIES

1. Plans, organizes, directs and evaluates work of Division employees including Highway, and Equipment Maintenance Foremen. Prioritizes work on a daily basis and works with the Director of Public Works on long term projects.
2. Works closely with Director of Public Works to requisition and maintain necessary materials and supplies for the Division.
3. Plans, schedules and coordinates the completion of major projects within the Divisions.
4. Assists Director of Public Works with bid specifications for the purchase of equipment, supplies and services; evaluates bids received and recommends awards to the Director.
5. Works closely with the Director and Deputy Director in regards to the development of new projects including paving, storm drainage, bridge maintenance, and structures; serves as project manager, interfaces with architects, contractors, fire and code enforcement, police and the public.
6. Employs and oversees independent contractors hired to complete work for the Town as well as assists contractors with required building needs.
7. Manages all aspects of environmental health and safety at the Highway garage and in related work areas.
8. Assists in creating standard operating procedures.

9. Responds to citizen inquiries, questions, and complaints; initiates corrective action to resolve problems and informs the Director of corrective actions taken.
10. Prepares and submits to the Public Works Director, the operating budget for Highway and Equipment Maintenance, monitors budget and recommends adjustments as necessary.
11. Knowledge of job planning and estimating; experience in budget management.
12. Oversees training of staff on the equipment, materials, and proper work and safety techniques. This includes understanding the operation of the equipment and maintaining training standards.
13. Works with the Director, to establish goals and objectives for Highway and Equipment Maintenance.
14. Assists other Departments with maintenance needs.
15. Responds to, investigates and assists with resident's complaints.
16. Assists Director with recruiting, interviewing, and selection of personnel; recommends employee disciplinary actions and dismissals to the Director.
17. Manages set up of election polls and meeting sites for Municipal, State, and Federal events.
18. Provides emergency services when required.
19. Responds to after hour weather and other emergencies on an on-call basis, completes FEMA reimbursement forms as necessary.
20. Promotes and maintains positive community relations.
21. Provides Highway or Equipment Maintenance assistance to the Parks and Recreation Division as needed and requested.
22. Manages all snow and ice removal activities
23. Performs other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Duties require knowledge of managerial and business administration, maintenance and construction project administration. Thorough knowledge of the hazards and safety precautions associated with the work supervised. Thorough knowledge of the tools and equipment used in the maintenance and construction trades. Ability to plan, supervise and inspect diverse work projects. Ability to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer services. Knowledge of statutes, bylaws, regulations, codes, policies, and procedures relevant to the Departments. The ability to communicate effectively both verbally and in writing. Leadership, planning, management, organizational and supervisory skills. Ability to prioritize and work cooperatively

to support Town wide objectives. Must have financial management skills. Ability to make effective public presentations. Ability to interpret plans and specifications associated with the work. Ability to manage multiple tasks.

MINIMUM QUALIFICATIONS:

Graduation from high school plus an Associate's Degree from a technical school in a Civil Engineering related discipline (a 4 year B.S. in Civil Engineering or other related discipline desired) and four to seven years of related experience, or equivalent combination of education and experience of managerial and business administration, maintenance and construction project administration. A valid State of New Hampshire CDL class B driver's license is desired, but not required; with a valid NH Motor Vehicle operator's license as minimum requirements. Related experience may be substituted for education.

COGNITIVE AND SENSORY REQUIREMENTS:

Talking: Necessary for communicating with others.
Hearing: Necessary for taking instructions and receiving information.
Sight: Necessary for doing job effectively and correctly.

DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:

Consecutive Hours

Sit 1 2 3 4 5 6 7 8
Stand 1 2 3 4 5 6 7 8
Walk 1 2 3 4 5 6 7 8

Total Hours

Sit 1 2 3 4 5 6 7 8
Stand 1 2 3 4 5 6 7 8
Walk 1 2 3 4 5 6 7 8

ENVIRONMENT: Inside: 50% Outside: 50%

EQUIPMENT USED: (i.e. – computer, phone, fax, survey equipment, motor vehicles)

LICENSURE/CERTIFICATION REQUIREMENTS:

NH Motor Vehicle Operator's License

OTHER TRAINING, SKILLS AND EXPERIENCE REQUIREMENTS:

Windows based computer skills including Microsoft Office Knowledge of or ability to learn GIS/GPS, AVL (automated vehicle locator) systems.

Specific Vocational Preparation Requirement(s):

This refers to how much prior experience a person needs before being able to do the job.

- 1. Short demonstration only.
- 2. Any beyond short demonstration up to and including 30 days.

- 3. 30-90 days.
- 4. 91-180 days.
- 5. 181 days to 1 year.
- 6. 1 to 2 years.
- 7. 2 to 4 years.
- 8. 4-10 years.
- 9. Over 10 years.

DEFINITIONS OF DURATION OF PHYSICAL ACTIVITIES

Rarely: Activity exists up to 1/8 of the time on the job.
 Occasionally: Activity exists up to 1/3 of the time on the job.
Frequently: Activity exists up to 2/3 of the time on the job.
 Constantly: Activity exists over 2/3 of the time on the job.

CONTROLS AND EQUIPMENT:

HAND MANIPULATION

Grasping: Occasionally
 Handling: Occasionally
 Torquing: Rarely
 Fingering: Occasionally

PHYSICAL ACTIVITY REQUIREMENTS:

PRIMARY PHYSICAL REQUIREMENTS

LIFT up to 10 lbs.: Occasionally
 LIFT 11 to 25 lbs.: Occasionally
 LIFT 26 to 50 lbs.: Rarely
 LIFT over 50 lbs.: Occasionally

CARRY up to 10 lbs.: Occasionally
 CARRY 11 to 25 lbs.: Occasionally
 CARRY 26 to 50 lbs.: Rarely
 CARRY over 50 lbs.: Rarely

REACH above shoulder height: Rarely
 REACH at shoulder height: Occasionally
 REACH below shoulder height: Occasionally

PUSH/PULL: Rarely

OTHER PHYSICAL CONSIDERATIONS

Twisting:	Occasionally
Bending:	Occasionally
Crawling:	Rarely
Squatting:	Rarely
Kneeling:	Rarely
Crouching:	Rarely
Climbing:	Occasionally
Balancing:	Rarely

WORK SURFACE(S)

Steep slopes, loose gravel, asphalt pavement, wet and icy surfaces.

Updated 04/16/2015