

GENERAL OPERATIONS MANAGER

GRADE:

GENERAL DESCRIPTION

Provide executive strategic and tactical support to the County Commissioner and Precinct staff in the effective development and attainment of goals/operations by delegating and reviewing management and delivery of services and resources provided and the appropriate budgets required; handling difficult problems or public policy concerns; managing the development, implementation and oversight of applicable programs; monitoring departmental resources; and ensuring compliance with policies and laws. These activities are to create and direct the provision of a comprehensive array of public policies, practices and/or functional services to the County or its citizens/general public, providing support for County projects, or multi-jurisdictional related activities.

EXAMPLES OF WORK PERFORMED

Directs program area(s) and activities

Provides direction, guidance, and assistance in program area(s)

Keeps abreast of legislation affecting human resources; trains management and monitors company policies to ensure compliance.

Establishes goals and objectives that support overall strategies; plans, develops, and approves schedules, priorities, and standards for achieving goals; and directs evaluation activities

Plans, develops, implements, coordinates, monitors, and evaluates policies

Reviews guidelines, procedures, rules, and regulations; and monitors compliance

Reviews and approves management, productivity, and financial reports and studies

Reviews results of special investigations, internal audits, research studies, forecasts, and modeling exercises to provide direction and guidance

Reviews budgets and provides final approval; manage financial planning schedule for special projects.

Develops and implements techniques for evaluating program activities

Develops goals and objectives consistent with the department strategic plan

Works with top management to set long-term staffing goals and strategies.

Plans, assigns, and supervises the work of others

Coordinates activities and programs with other departments to expedite work and improve interdepartmental performance using tact and diplomacy

Makes regular reports to Chief Administrator & Commissioner.

Attends various committee and department meetings and may represent the County on local, state, or national boards

Administers and supervises personnel matters which include hiring, disciplinary actions, terminations, employee reviews/evaluations, motivation, recommending pay increases or actions, approving leave, new hire training, and recommending continuing education opportunities that are available for staff

Directs or oversees managerial handling of personnel matters including resolution of departmental employee disputes

Acts as a resource for staff questions regarding construction methods and procedures and customer client or citizen issues, policies and etc

Directs the development and administration of the Precinct's annual budget including capital and fixed cost expenditures; monitors costs and levels of staffing, equipment, materials and supplies; and monitors and approves expenditures as well as implements cost saving programs

Performs related work as assigned

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Seven (7) years experience in the management and direction of a department relevant to assignment. Graduation from an accredited four-year college or university with major course work in Business or Public Administration or Engineering is generally preferred. Experience and education may be substituted for one another.

Knowledge, Skills, and Abilities

Knowledge of local, state, and federal laws and regulations relevant to program areas and of the principles and practices of public administration and management

Ability to direct and organize program activities; to establish program goals and objectives that support the strategic plan; to identify problems, evaluate alternatives, and implement effective solutions; to develop and evaluate policies and procedures; to prepare reports; to communicate effectively; and to plan, assign, and supervise the work of others.

Planning and practices of roadway management, maintenance, and construction

Knowledge of administrative procedures

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the Hidalgo County Accident Prevention Plan and department's safety regulations