

CITY OF FULSHEAR, TEXAS -- Job Description

May 2016

Identification

Position Title:	Community Services Director
Department:	Community Services
Directly Supervises:	2 Managers (departments)
Immediate Supervisor:	Assistant City Manager
FLSA Status	Exempt

Job Summary

Performs supervisory, administrative and professional work in planning, organizing, and directing the Community Services Department. Responsible for city planning, utility operations, infrastructure, development services, parks and recreation, animal control, solid waste, street maintenance, fleet maintenance, facility maintenance and related public works, parks and recreation and planning functions. Position is considered "Essential Personnel" which requires being on duty to respond during emergency situations including but not limited to natural and/or man-made disasters.

Essential Job Duties and Responsibilities

Schedules, monitors and evaluates the work of subordinate staff.

Provides administrative direction and oversight to departmental activities.

Attends city board and commission meetings as well as other ad-hoc committee meetings as the city staff representative. Meetings may be day or night.

Advises the city council, city manager, assistant city manager and other department managers regarding departmental activities.

Plans, organizes and reviews internal operations in order to improve services to residents.

Manages all capital improvements projects and assists in preparing long-term CIP budget and plan.

Responds to public or other inquiries relative to the department policies and procedures.

Represents the city at various public meetings and conferences. Maintains regular contact with consulting engineers, construction project engineers, other governmental agencies, and professional and technical groups.

Prepares reports and documents for compliance with regulations and for information purposes for city staff, outside consultants and the city council.

Oversees the preparation of engineering plans and specifications, bidding, competency of contracts and vendors, and the selection criteria for public contracts.

Provides project management for the construction of municipal infrastructure. Assists the City Manager and Assistant City Manager in directing strategic goals and related duties as assigned.

Community Services Director

Minimum Education, Experience and Certification

(A) Graduation from an accredited four-year college or university with a degree in public administration, business management, civil engineering, municipal planning or related field; Master's degree preferred.

(B) Minimum of five (5) years of progressively responsible related municipal experience, or

(C) Any equivalent combination of education and experience.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

Analytical - Synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.

Design - Generates creative solutions; translates concepts and information into images; demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; pursues training and development opportunities; strives to continuously build knowledge and skills; shares expertise with others.

Interpersonal

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.

Written Communication - Writes clearly and informatively; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Leadership

Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.

Community Services Director

Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.

Delegation - Delegates work assignments; matches the responsibility to the person; gives authority to work independently; sets expectations and monitors delegated activities; provides recognition for results.

Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; takes responsibility for subordinates' activities; makes self available to staff; provides regular performance feedback; develops subordinates' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, products and services; continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Organization

Business Acumen - Understands business implications of decisions; aligns work with strategic goals.

Cost Consciousness - Works within approved budget; develops and implements cost saving measures; conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; builds a diverse workforce.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and ethically; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths & weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.

Self-Management

Judgment - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Motivation - Sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

Community Services Director

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Innovation - Displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals; ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software; spreadsheet software and word processing software, or the ability and willingness to learn this software.

Tools and Equipment Used: PC, telephone, cell phone, fax machine, copier, pager, and calculator.

Other Skills and Abilities:

Ability to work with a wide variety of personalities and cultural differences. Ability to establish and maintain effective working relationships with subordinates, co-workers, and the general public. Ability to communicate effectively both verbally and in writing.

Community Service Director

Ability to project material and supply needs.

Knowledge, Skills, and Abilities

Knowledge of general principles of city planning, civil engineering, budgeting, public administration, construction, inspections, parks and recreation, GIS, solid waste, street services, utilities, and infrastructure. Ability to lead and direct a diverse staff and manage multiple projects. Skilled in oral and written communications and ability to interact with employees, consultants, city council, other government representatives and the general public. Cooperative, enthusiastic, open-minded management style. High customer service orientation.

Physical and Environmental Conditions

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office settings. Some outdoor work is required in the inspection of various land use developments, construction sites, or public works facilities. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is occasionally required to stand; transport self from building to building; walk; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works near moving mechanical parts and in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually quiet to moderate.

“This job description is not an employment agreement or contract. The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. Due to major duty changes, technology and service demands, the City of Fulshear has the exclusive right to alter this job description at any time. In the event your job description changes you will be notified and provided a copy for your signature.”

Signature/ Approval

Employee

Date

Department Director or Supervisor

Date