



City of Tempe

FIELD OPERATIONS MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	406	<i>Department:</i>	Municipal Utilities
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Solid Waste Supervisor
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	Yes
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives direction from the Deputy Municipal Utilities Director – Field Operations or other management staff.
Exercises direct supervision over subordinate level supervisory, technical, maintenance staff and clerical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	<p>Four (4) years of operational experience in municipal public works field operations, sanitation services, solid waste operations, fleet services or a related field, including two (2) years of supervisory-level responsibility:</p> <ul style="list-style-type: none"> ● Leading, managing and developing subordinate supervisory, technical, maintenance, operations and/or clerical staff. ● Developing, managing and executing operations, maintenance and capital improvement program budgets. ● Planning and managing the life cycle of assets associated with sanitation services, solid waste operations, fleet services or a related field. ● Managing facilities, programs, services and/or contracts for services. ● An equivalent combination of experience and training, which provides the knowledge and abilities necessary to perform in the role.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major course work in public administration, business administration or a degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of a valid driver’s license.
<u>When assigned to Fleet Division:</u>	

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| | <ul style="list-style-type: none">• Certified Automotive Fleet Manager (CAFM) is preferred |
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ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform highly responsible professional and technical work in the leadership and management of people, programs, activities and functions within the Municipal Utilities Department. Develops methods, procedures and strategies for ensuring best management practices associated with the operation of the City's solid waste or municipal fleet services, coordinates activities with other City divisions and departments and provide highly complex staff assistance to the Deputy Municipal Utilities Director – Field Operations.

To lead, manage, plan, administer, organize, coordinate activities and supervise the City's residential, commercial, recycling and support services for sanitation and solid waste services;

OR

To lead, manage, plan, administer, organize, coordinate activities and supervise the City's municipal fleet services.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Model the values of the organization through example and accountabilities;
- Select, train, lead, motivate, monitor, assign and oversee the work of staff; establish schedules and methods for work performed; ensure adherence to proper workgroup procedures and policies; ensure adherence to departmental codes of conduct and professionalism;
- Provide leadership to employees in team building, civil discourse, professional conduct, responsible decision-making and problem solving;
- Provide proactive performance planning utilizing performance management tools;
- Ensure adherence to established safety procedures and protocols; monitor employee and facility safety preparedness, monitor the work environment, and monitor use of safety equipment to ensure safety of employees and other individuals;
- Investigate work-related accidents; inspect the work of crews while in progress; provide advice and assistance to supervisors and staff;
- Exercise independent judgment in accomplishing the work of the section;
- Facilitate solutions to problems facing the department/division/section;
- Recommend, initiate and direct the implementation of policies, procedures, goals and objectives; establish best practice operational procedures, schedules and methods for services and programs;

- Monitor and prepare budgets; prepare cost analyses and estimates for budget recommendations; submit justifications for budget items; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; control expenditures;
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; maintain records of time, materials and equipment used; assist in ordering supplies and materials;
- Direct, oversee and participate in the development of the section work plan; assign work activities, projects and programs; monitor workflow; review and evaluate work products, methods and procedures; Enforce the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances;
- Answer questions and provide information to the public; investigate complaints and recommend corrective action, as necessary, to resolve complaints;
- Arrange for service, repair and replacement of equipment; requisition supplies and materials;
- Coordinate service activities with other City departments, divisions and sections, and with outside agencies;
- Arrange for emergency and unscheduled services as required;
- Prepare concise, clear and accurate reports for City Council, department, other jurisdictions or agencies, consulting firms and the public;
- Create Requests for Proposal (RFPs) for solid waste, law enforcement and/or utility and other municipal heavy and light duty equipment;
- Maintain preventive maintenance activities; prepare reports; maintain records of time, materials and equipment used; assist in ordering supplies and materials;
- Perform related duties as assigned.

When Assigned to Fleet Services:

- Develop methods, procedures and strategies for ensuring best management practices associated with the City's municipal fleet of vehicles and equipment;
- Develop and execute vehicle and equipment capital replacement budgets and plans;
- Ensure adherence to safe work practices and hazardous waste program regulations by staff;
- Establish and monitor complete, accurate and accountable control of all fuel, parts, supplies and tools used.

When Assigned to Solid Waste Services:

- Participate in the development of recommendations and improvements pertaining to rates, codes and business practices;
- Develop methods, procedures and strategies for ensuring best management practices associated with the City's solid waste enterprise fund;
- Monitor, modify, improve and approve sanitation pickup routing;
- Coordinate inspection activities; assist inspection staff in ensuring sanitation code compliance as required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators, and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours; may work alone for extended periods of time;
- Climb stairways, ladders and work on subterranean or elevated structures; traverse uneven surfaces; traverse considerable distances during workday with or without an accommodation;
- Work out-of-doors in inclement weather; exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- Exposure to blood and airborne pathogens; bodily fluids; etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Revised December 2001 (title change & some duty changes)

Revised November 2005 (title change and responsibilities to solid waste specific; experience guideline changes)

Revised Dec 2010 (title change)

Revised February 2013 (job duties & MQ's)

Revised January 2017 (add physical/mental activities)

Revised May 2017 (update min quals)

Revised March 2019 (PW reorg – moved to Municipal Utilities Dept)

Revised October 2020 (combined SW and Fleet Manager job descriptions)

Revised February 2022 (new benchmark)