



September 2018
Class Code: A-65
FLSA: Exempt

DIRECTOR OF OPERATIONS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions and activities of the Operations Department including vector control operations, building maintenance, and vehicle maintenance; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies and various public and private groups; provides highly responsible and complex professional assistance to the District Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the District Manager. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Operations Department, including short- and long-term planning as well as development and administration of department policies, procedures, and services. This class provides assistance to the District Manager, in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the Board of Trustees, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, controls, integrates and evaluates the work of the Operations Department; directs and manages the work of staff and programs for the operation and maintenance of the District's field inspections, spray operations, building maintenance and vehicle maintenance; ensures programs are designed and administered to meet the District's needs.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; works with employees on performance issues; implements discipline and termination procedures; responds to staff questions and concerns.

- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for the department; establishes, within District policy, appropriate budget, service, and staffing levels.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of revenue and approves expenditures; directs and implements adjustments as necessary.
- Manages, directs and coordinates the work plan for the assigned function; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.
- Plans, organizes and recommends field inspection and control procedures to meet the various county needs and situations; assigns subordinates to sections and areas, and makes adjustments in assignments as required; assists with the development of procedures and operating manuals and other instructional material; inspects and otherwise reviews and evaluates workload and takes appropriate action; coordinates operations with supportive services, such as equipment maintenance and repair.
- Directs air and ground spray activities; reviews requests for aerial spray services and verifies adequacy of information provided; coordinates contracted aerial services; reviews and inspects contracted spray activities, reviews and evaluates effectiveness of air spray operations and takes appropriate action as indicated.
- Evaluates effectiveness and efficiency of equipment, recommends changes as needed and participates in the design of devices to be fabricated and adapted for use by the District, and recommends equipment for field use.
- Plans and directs source reduction and associated construction project work in field control operations.
- Plans and directs work of staff in creating maps and graphs using GIS software and other related software and equipment; maintains records and tabulates data of operations.
- Collaborates with Information Technology staff to define data needs, project requirements, required outputs, or to develop applications.
- Oversees the storage and use of pesticides according to all applicable federal, state and local requirements; reviews and approves reports pertaining to chemical usage application practices and chemical inventory.
- Coordinates repair and maintenance of District equipment, coordinates source reduction studies; instructs, assigns and supervises temporary employees in such tasks as light trap collections and spraying catch basins.
- Provides highly complex staff assistance to the District Manager; prepares and presents staff reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the functional areas of assignment; researches emerging products and enhancements and their applicability to District needs.
- Participates in and makes presentations at Board of Trustees meetings and to a variety of boards and commissions.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; enforces safety regulations; implements policy and procedural changes as required.
- Directs the maintenance of working and official departmental files.

- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and practices, including goal setting, program and project development, implementation and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Public agency budget development, contract administration, District administrative practices, and general principles of risk management related to the functions of the assigned area.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Operations and services of a comprehensive vector control program; proper use and application of pesticides in a vector control program.
- Extensive knowledge of source reduction problems, approaches and techniques, especially as they relate to field abatement operations.
- Extensive knowledge of vector ecology and habits of vectors.
- District and mandated safety rules, regulations, and protocols.
- Research methods and analysis techniques.
- Mathematical principles.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize and manage a comprehensive vector control operations program.
- Develop operating procedures and instructional materials.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the Operations Department and the District.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to a bachelor's degree from an accredited college or university with major coursework in Entomology or a related field and five (5) years of experience managing a vector control operations program.

Licenses/Certifications:

- Possession of, or ability to obtain, certification in Public Health Vector Control Categories A – D, as required by the California Department of Public Health, within one year of appointment and maintained throughout employment with the District.
- Possession of, or ability to obtain, a valid California driver's license by time of appointment.

PHYSICAL DEMANDS

When assigned to an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field work, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend, to climb and descend ladders; and to operate a motor vehicle and visit various District sites; vision to observe biological and environmental conditions. The job involves fieldwork requiring frequent walking in operational areas to provide surveillance and environmental analysis, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 40 pounds, or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and potential exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, mechanical and/or electrical hazards, vermin, insects, parasites, and hazardous chemical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.