

TOWN OF COLCHESTER

JOB DESCRIPTION

Position: **Operations Coordinator**

Reports to: **Director of Public Works** **Department:** **Public Works**

Classification: **Non-Exempt**

JOB FUNCTION:

Under the general direction from the Director of Public Works, this position provides a wide range of highly technical support to the Department of Public Works relating to business and financial functions, data management, facility management, customer service and outreach, annual reporting, and general support related to the department's activities.

DISTINGUISHING CHARACTERISTICS

Expectations for this position include knowledge of basic business and financial principles, strong data management and analytical skills, superior customer service skills, highly organized with advanced computer skills, highly detailed and accurate with technical aptitude, basic working knowledge of contracts and procurement procedures, small scale project management capabilities, able to work independently or as part of a team, excellent communication skills both oral and written, the ability to plan and coordinate multiple tasks simultaneously, and a working knowledge of the functions, systems, and equipment used within a modern day office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

Business and Financial

- Develops grant reimbursement requests for capital projects funded by grants. Tracks and records grant reimbursements within capital project databases.
- Performs, tracks, and records billing of all fuel consumption for all Town departments.
- Processes and submits weekly departmental payroll for approval by the Director.
- With input from the department's Operations Manager, develops the department's annual maintenance budgets.

TOWN OF COLCHESTER

JOB DESCRIPTION

- Provides support to the department's Technical Services Manager who oversees a cross-departmental effort to bill and collect stormwater fees for the Town's Stormwater Utility.
- Tracks budget expenditures for all departmental activities and provide expenditure reports when needed.
- Manages office equipment lease and purchase programs.
- Processes right-of-way permits for overweight trucks and excavations in the public right-of-way, verifying insurance requirements are met and then recording approvals.

Data Management

- Tracks and records all maintenance hours by activity code and generates reports to assist with departmental planning and budgeting.
- Maintains and reconciles capital project databases displaying funding sources, programmed expenditures, expenditures to date, projected expenditures, and projected year end fund balance.
- Provides support to the department's Technical Services Manager in data management for the Town's Stormwater Utility.

Facility Management

- With input from the department's Operations Manager, develops and manages;
 - vendor service contracts for Town buildings. Contracts include HVAC, janitorial services, carpentry and electrical retainer contracts, insect control, and trash removal.
 - various construction or repair contracts.
 - bid documents and specifications, bid phase services, and the formulation of contract award recommendations to the Director of Public Works.
- Manages public facility maintenance schedules including HVAC PM's, annual inspections of fire alarm systems, fire sprinkler systems, fire extinguishers, elevators, and general building inspections.
- Operates and manages a direct digital control system for the Town Offices HVAC and air handling systems.

TOWN OF COLCHESTER

JOB DESCRIPTION

Customer Service and Outreach

- Receives and processes all internal and external customer service calls including general inquiry calls for the public works department, and the Director of Public Works.
- Manages a computerized database of all service requests and complaints, forwards them to the department's Operations Manager for resolution, and tracks them through to completion.
- Monitors departmental service counter and addresses citizen's needs.
- Develops monthly reports covering the department's activities for both the public and the Selectboard.
- Maintains the department's website and regularly updates content relating to the department's services and projects
- Works with other administrative staff to develop and provide public education and outreach materials relating to public works projects and activities.

Annual Reporting

- Completes financial reports relating to funding expended on the public transportation system for submission to the State of Vermont.
- Updates database containing all roadway and weight restrictions used through the overweight permitting process.
- Updates certificate of highway mileage documenting the total mileage of Town roadways for purposes of receiving state aid.
- Provides annual asset reporting to the Town's Finance Office for GASB reporting.

Administrative Support

- Posts bidding advertisements for a variety of public works construction projects, engineering services, and equipment acquisition.
- Provide word processing and spread sheet assistance to public works office staff for the development of a variety of documents, including highly technical engineering documents and general correspondence.
- Organize and maintain departmental files.
- Quality control of outgoing documents and correspondence.
- Schedules meetings and maintains the Director's schedule.
- Track and file insurance certificates.
- Inventory and order office supplies when needed.
- Manage the inventory and distribution of employee access badges and building keys.
- All other duties as assigned.

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DESIRED MINIMUM QUALIFICATIONS

Knowledge of

Basic business and financial principles including contracts, data management techniques and processes, basic facility management tasks, knowledge of customer service and public outreach techniques, public procurement procedures and other Town operating policies, advanced computer techniques including word processing, spread sheets, power point, GIS based tracking programs, direct digital control systems for public facilities, and general administrative support office tasks.

Ability to:

Manage financial information, understand basic business principles, perform basic to moderate math; develop formula based databases and perform various forms of analysis; organize and manage a variety of maintenance schedules and activities; effectively address and manage service requests for both the public and internal customers; generate a variety of departmental reports, provide highly technical support to the public works department, manage multiple tasks and assignments simultaneously and complete them on time; maintain effective working relationships with other Town Officials, staff, general public, consultants, contractors and regulatory agencies.

Training and Experience:

Any combination of training, education and experience that demonstrates the required knowledge, skills and abilities is qualifying. A typical way of obtaining the knowledge, skills and abilities outlined above is graduation of a two or four year college or technical school with major course work in business or financial management. Experience within public works operations would be desirable.

Physical Requirements:

These are physical and mental requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental requirements will not automatically disqualify a candidate or employee from the position. Upon request for a reasonable accommodation, the organization may be able to adjust or excuse one or more of these requirements, depending on the requirement, the essential functions to which it relates, and the proposed accommodation.

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|---|---|---|
| <input checked="" type="checkbox"/> Seeing | <input checked="" type="checkbox"/> Ability to Move Distances | <input checked="" type="checkbox"/> Lifting (specify) |
| <input checked="" type="checkbox"/> Color Perception | Within and Between | __25__ Pounds |
| <input checked="" type="checkbox"/> Hearing/Listening | Facilities/Offices | __ Carrying (specify) |
| <input checked="" type="checkbox"/> Clear Speech | __ Climbing | _____ Pounds |
| <input checked="" type="checkbox"/> Touching | __ Ability to Mount and | <input checked="" type="checkbox"/> Driving (local/over |

TOWN OF COLCHESTER

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Dexterity
 Hand
 Finger
 Standing
 Sitting

Dismount Equipment
 Pushing/Pulling
 Typing

the road)
Other _____

Mental Reasoning Requirements:

Reading - Simple
 Reading - Complex
 Writing - Simple

Writing-Complex
 Clerical
 Basic Math Skills

Analysis/Comprehension
 Judgment/Decision Making
 Stress

Work Environment:

Shift Work
 Works Alone
 Works with Others
 Verbal Contact w/Others
 Face-to-Face Contact
 Inside

Outside
 Extreme Heat
 Extreme Cold
 Noise
 Mechanical Equipment
 Electrical Equipment

Pressurized Equipment
 Moving Objects
 High Places
 Fumes/Odors
 Hazardous Materials
 Dirt Dust

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel to be classified. Nothing in this job description should be construed as a promise of employment at a particular level or for any particular time frame. This position is an "at will" position. The Town of Colchester reserves the right to determine, in its sole discretion, which functions are performed by which employees and to make changes to functions or responsibilities at any time, with notice to employees of such changes.