



Operations Manager Assistant

Category: Classified/Excluded
Pay Grade: C27
Job Code: 13652

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs advanced supervisory, operations, and administrative work coordinating and assisting more senior managers that are responsible for managing programs and operations within the assigned department. An employee in this classification assists managers in organizing, planning, and coordinating activities of the specific area and supervises or assists the manager supervising various staff elements or a unit that can include technical, professional, and operational personnel including, for example, technical operations activities, support functions, technical services, as well as public works, utilities, or parks infrastructure, projects, and programs. Responsibility also entails assisting managers to implement short-term and long-range strategic and tactical planning for the incumbent's area of assignment and inter/intra consultations regarding issues such as complying with new laws, rules, regulations, environment, safety, documentation, preparing work plans, recordkeeping, verifying employee certifications, public contact, and training. The incumbent exercises a significant degree of independent judgment, initiative, and discretion in carrying out assignments and programs to obtain the maximum degree of efficiency and effectiveness. The incumbent reports to an operations manager, senior manager, or designee.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Assists section to prepare and execute an annual budget and make procedural and operational recommendations;
- Implements work management plans in designated assignment areas;
- Implements department specific infrastructure maintenance management plans;
- Oversees day-to-day work plans and activities in the field ensuring services are delivered; spray applications completed; work orders finished as well as evaluates matters that have major impact or potential impact to the environment and the delivery of public services;
- Determines appropriate utilization of unit resources and equipment;
- Ensures compliance with federal and state statutes governing environmental law and health and permit conditions;
- Provides input in the preparation of formal technical presentations, contract specifications, and cost estimates for the division;
- Develops, modifies, and maintains procedures required by the Florida Department of Agriculture and Consumer Services, the Florida Department of Environmental Protection, and the Florida Department of Transportation and other regulatory authorities;
- Coordinates meetings of and between County staff, contractors and regulatory agencies on operational requirements and issues;
- Ensures compliance with federal and state statutes and various codes governing the specialized technical field of assignment;
- Resolves various customer complaints (e.g.: high water bills, high- or low-pressure issues, dissatisfaction with specific work request, etc.), to provide excellent service to our customers;

- Assists with interviews, selects, plans, organizes, and reviews the work of subordinates; provides managerial and technical guidance to supervisory, operational, and administrative staff;
- Acts in a liaison capacity with municipal, state and federal government agencies and conducts public relations activities;
- Serves as a first responder in the event that a hurricane or other type of disaster affects Pinellas County;
- Reviews and obtains proper interpretations, where necessary, concerning the laws, rules and regulations affecting the storage, transportation and application of pesticides;
- Supervises and assists in the administration of personnel and human resource oversight and administration;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

High School diploma or an acceptable equivalency diploma (GED); four (4) years of experience implementing a major mosquito control, utilities, parks or stormwater program, or bridge maintenance and construction within the State of Florida including one (1) year of supervisory experience or supervisory training; or Associate's degree in natural science, engineering, construction management, business administration, public administration, or related field and two (2) years of experience as described above; or an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Previous career periods and history evidencing formal management and supervisory experience.
- Possession and maintenance of the following State of Florida licenses: Public Health Pest Control, Aquatic Weed Control and Right-of-Way Control.
- Possession and maintenance of an Ornamental and Turf Control License or equivalent qualification; skills to operate small watercraft and to swim, and special job-related training or certifications associated with position specific assignments.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the specialized technical field of assignment specific to the position;
- Knowledge of modern techniques, methods, procedures, principles and practices of assignment fields such as phases of public works infrastructure/services, utilities, stormwater permitting and wetland mitigation, roadway, drainage or bridge maintenance, and vegetation management/mosquito control/urban forestry;
- Knowledge of specialized subject matter programs such as biological sciences, chemistry and engineering as it relates to the unit mission;
- Knowledge of laws, rules, and regulations related to the unit's environment, safety, and health policies and requirements;
- Knowledge of federal, state and local regulations and restrictions pertaining to public works infrastructure/services, utilities, stormwater permitting and wetland mitigation, roadway, drainage or bridge maintenance, and vegetation management/mosquito control/urban forestry;
- Skill in written and oral presentation of reports;
- Ability to address civic organizations and other public or private groups on subjects relative to public works infrastructure/services, utilities, stormwater permitting and wetland mitigation, roadway, drainage or bridge maintenance, and vegetation management/mosquito control/urban forestry programs and projects;
- Ability to initiate and install administrative programs and procedures and to evaluate their effectiveness;
- Ability to plan, direct, supervise, coordinate, organize, and inspect public works and mosquito control plans, programs, and activities;
- Ability to compare costs and production rates to established benchmarks and implement improvements to gain efficiencies;

- Ability to analyze facts and to exercise sound judgment to present ideas and findings clearly and concisely in written, oral or graphic form;
- Ability to plan and coordinate surveillance and evaluation programs and analyze data collected by conventional or automated methods; and
- Ability to prepare, develop and present analysis and reports to manage short-term and long-range plans.

PHYSICAL/MENTAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crawling:** Moving about on hands and knees or hands and feet.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Lifting:** Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- **Mental acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Pulling:** Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- **Pushing:** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Repetitive motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **Standing:** Particularly for sustained periods of time.
- **Stooping:** Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Visual acuity:** Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.