

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: GENERAL SERVICES DIRECTOR**  
**DEPARTMENT: GENERAL SERVICES**  
**REPORTS TO: CITY MANAGER**

**JOB CODE: 2001**  
**DATE: 2/08**

**JOB SUMMARY:**

Performs highly responsible administrative and managerial work in directing the operations, maintenance, facility management, and installation activities of a multifaceted public services department, including highways and bridges, solid waste, cemeteries, parks, golf course, ice arena, airport, public properties, motor vehicle fleet, potable water supply, storm drainage system, and wastewater collection, treatment, and disposal.

**ESSENTIAL JOB FUNCTIONS:**

Develop, plans, organizes, and provides management direction to seven operating divisions of the city's multifaceted public works agency; plans and develops capital plans and operating strategies; develops and monitors long- and short-term goals.

Coordinates, communicates, facilitates, and collaborates with city departments and others to achieve City Council goals and objectives.

Confers with and advises City Manager and others relative to key issues regarding capital investments, operations management, and related policy matters relative to managing and enhancing city infrastructure.

Provides reports and makes recommendations to City Council and others relative to capital investments, public works policy matters, and public works operational programs.

Directs, coordinates, evaluates, and communicates department multi-year capital improvement program and operating budgets to City Manager and City Council.

Advocates, negotiates, and communicates city General Service goals with other regional and state governments.

Coaches, mentors, counsels, and advises subordinates to achieve mutual department and individual personnel goals and objectives.

Performs special assignments as requested by City Manager to include researching and preparing reports and projects, developing and implementing programs, administering state and federal grants, and making presentations to City Manager, elected officials, and others.

Participates on various City Council subcommittees and City Manager committees.

Advises and communicates with state elected officials relative to pending legislation that may impact delivery of general services to the city.

Receives and investigates inquiries and comments from citizens and outside agencies; responds or refers to appropriate division for action and follow-up.

Represents the city at various functions; meets with individual community leaders, officials, citizens, and representatives of the press.

Performs other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Computer  
Fax Machine

Calculator  
Telephone

Vehicle

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's degree (Master's Degree preferred) from a four-year college or university in civil engineering, business administration, public administration or a related field. Major course work in Engineering is necessary, and

Eight years of progressively responsible managerial experience in a municipal public service role, or

Any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

**Licenses and Certifications:**

Valid driver's license.

Licensed Professional Engineer.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Principles and practices of public administration and public works engineering.

Governmental budgeting procedures.

Administrative principles and practices, including goal setting and program budget development and implementation.

Management and administration of staff and activities, either directly or through subordinate supervision.

Applicable state, federal, and local laws, rules, and regulations.

Methods and techniques of research, statistical analysis, and report presentation.

Computer applications related to the work.

**Skill in:**

Leadership.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks and to understand, interpret, and communicate complicated policies, procedures, and protocols.

Communicating clearly and effectively, orally and in writing.

Planning, organizing, assigning, directing, reviewing, and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Applying the principles of progressive discipline.

Preparing clear and concise reports, correspondence, and other written materials.

**Mental and Physical Abilities to:**

Speak effectively before groups of employees.

Speak effectively before public groups and respond to questions.

Read, analyze, and interpret professional periodicals and journals, technical procedures, and government regulations.

Work with mathematical concepts such as probability and statistical inference.

Define problems, collect data, establish facts, and draw valid conclusions.

Perform duties while typically sitting at a desk or table or while intermittently sitting, standing, or stooping.

**Working Conditions:**

The work is performed in an office and at field and construction sites.