

**CITY OF CONCORD  
CLASS SPECIFICATION**

**CLASS TITLE: DEPUTY GENERAL SERVICES DIRECTOR  
DEPARTMENT GENERAL SERVICES  
REPORTS TO: GENERAL SERVICES DIRECTOR**

**JOB CODE: 2005  
DATE: 07/17**

**JOB SUMMARY:**

Performs highly responsible administrative and professional work in assisting the General Services Director in managing various assigned activities and programs of the department. Assumes the responsibilities of the Director in his or her absence.

**ESSENTIAL JOB FUNCTIONS:**

Plans, organizes, and provides management guidance to operational division heads to increase their efficiency and effectiveness; prepares strategic plans and annual work objectives.

Coordinates the efforts of assigned departments to solve or prevent organizational problems and to ensure that inter-departmental operations complement each other.

Plans and implements short-term or annual goals, objectives, and strategies for the department, including projects and programs, to ensure efficient and effective operations.

Plans, coordinates, assigns, monitors performance, coaches, counsels, mentors, and advises employees in department for the dual goals of meeting operational department goals and employee career development.

Develops, recommends, and monitors, in consultation with the operational division heads, the annual operating and capital budgets, including the Capital Improvement Plan; and presents the budgets to Administration and assists with the budget presentations to City Council.

Prepares and monitors the six year pro forma financial reports for the arena, water, solid waste, and wastewater funds.

Develops, implements, and monitors the Department's communications and community engagement program.

Conducts regular staff meetings to review progress, accomplishments, budgets, strategies, and plans for the Administration Division.

Confers with and informs the General Services Director, City Manager, and Deputy City Manager:- Finance on key issues and progress toward objectives and to gain support and approval; makes recommendations to assist in making needed improvements.

Performs special assignments as requested by the General Services Director, to include researching and preparing reports, conducting projects, developing and implementing programs, administering state and federal grants, and presenting technical data to the General Services Director, City Manager, elected officials, and others.

Represents the city at various functions; makes speeches at civic and business associations; represents the Department at City Council meetings; and various City Boards and committees; meets with Federal and State officials, citizens, representatives of the press, and influential persons within the community to establish goodwill and resolve/respond to issues.

Reviews and prepares City Council agenda items submitted by assigned divisions to ensure accuracy and content.

Supervises all department-wide communications and customer service programs, including developing and implementing policies and specific projects and schedules for implementation, reviewing reports and analyses from consultants, and evaluating effectiveness of community outreach and engagement.

Leads department management in developing long-range strategic plans; confers and informs General Services Director on key issues; provides progress reports toward objectives; seeks to gain support and approval of Department programs and initiatives;

Makes recommendation for needed improvements.

Carries out supervisory responsibility in accordance with city policies, procedures, and applicable laws, including training in job skills, appraising performance, addressing complaints, resolving problems, and planning, assigning, and directing work.

Performs special assignments as requested.

Maintains continuous communication with the General Services Director on events and activities that affect the positive delivery of department services to the community.

Develops, recommends, and implements broad organizational strategies to positively improve the Department's services to the community.

Acts on behalf of the General Services Director in his or her absence.

Performs other related duties as assigned by the General Services Director.

**MATERIAL AND EQUIPMENT USED:**

Computer

Telephone  
Photocopier

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Master's degree from an accredited college or university in Public Administration, Business Administration, Civil Engineering, Project Management or related field; Ten (10) years of progressively responsible experience in municipal public works management, or any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Valid New Hampshire Operators License

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

Principles and practices of municipal public works management, including budgeting, employee relations, loss management, and automated management information systems.

Current literature, sources of information, trends, and developments in municipal administration.

Specific divisional procedures and policies, and city operations and functions.

Municipal budgeting procedures and multi-funded financing operations.

Community relations and public engagement via multiple media platforms.

Municipal public works functions including water, wastewater, transportation, solid waste collection, public facilities, and municipal fleet management.

City, state, and federal laws applicable to environmental health and sanitation, building, plumbing, electrical, and/or mechanical codes.

**Skill in:**

Using tact, discretion, initiative, and independent judgment.

Effective communication skills with various media to effectively engage the public.

Analyzing and resolving various situations and problems.

Solving abstract problems.

Creating concrete sequential problems from abstract ideas.

Using a personal computer to accurately and rapidly enter and retrieve data and information.

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

Good mathematical skills.

**Mental and Physical Abilities to:**

Communicate clearly and effectively, both orally and in writing.

Give direction and gain confidence and compliance from subordinates.

Deal courteously and diplomatically with all internal and external customers.

Establish and maintain effective and productive working relationships with officials in local, state, and federal government and in the community.

Deal with problems involving several abstract variables in standardized situations.

Independently assimilate facts and draw sound conclusions.

Speak effectively before public groups and respond to questions.

Perform effectively under stress.

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

**Working Conditions:**

Work is performed in an office and outdoors, where the employee is exposed to noise, dust, dirt, grease, machinery with moving parts, irritating chemicals, and occasional cold or inclement weather.

Work requires the use of personal protective equipment.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.