

Marion County Board of County Commissioners

POSITION DESCRIPTION



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.

TRANSPORTATION ADMINISTRATIVE MANAGER

Department: Office of the County Engineer
Pay Grade: 114
FLSA Status: Exempt
Job Class: 1188
Risk Code: 8810

JOB SUMMARY

Responsible for providing administrative and professional assistance to the Office of the County Engineer in a variety of administrative functions, including management of operational programs, personnel management, coordination of special projects, and the development of department-wide quality service.

ESSENTIAL JOB FUNCTIONS

- Oversees and manages the department's Customer Service Center and its staff which serve as the Department's first line of communication with citizens for service requests, right-of-way permitting, office reception and any general inquiries, as well as data entry and cash management.
- Supervises assigned staff, conducts performance evaluations, interviews prospective employees, and makes recommendations to the County Engineer related to promotions, hiring, and discipline.
- Provides quality control over various department administrative functions associated with customer service and response, work orders, and right-of-way permitting. Focus includes monitoring staff and software performance, workflow, ability, and efficiency, analyzing such data, and summarizing it in reports, technical charts, and other products.
- Provides and promotes exemplary customer service, a positive attitude and a forward-thinking cultural behavior throughout the department and organization. Ensures that department standards of customer service and professionalism are provided and followed.
- Develops, interprets, and recommends management policies or operating practices for the department. Evaluates which product or service best meets the needs and circumstances of the customer and department. Reviews and revises policies and practices as appropriate.
- Oversees revenue collection, processing, and tracking. Prepares billing invoices. Adheres to protocols established by the County's Office of Fiscal Review, Procurement Department, and Finance Office.

- Works with IT concerning various matters and projects such as the ERP for Financials, Asset Management (EAM) and EnerGov.
- Assists in the administration of the budget, including research and preparation. Oversees the review and monitoring of program operational expenses. Prepares cost analyses and operational reports. Serves as department liaison with Human Resources, promoting department consistency in the handling of personnel items such as development, evaluations, policies, and procedures.
- Plans, develops, organizes, implements, and directs preparation of reports and special projects as assigned.
- Conducts research, analyzes data, develops observations and recommendations, and prepares reports (summarized and detailed), technical charts and other products. Presentations may be written or oral to other managers, department staff, County Engineer, County Administrator, the Board of County Commissioners, or the public.
- Participates in, and often assigned a lead role in, the planning, development, implementation, management, and evaluation of quality service, strategic, business and management plans or programs.
- Serves as a department liaison with the Florida Department of Transportation, Federal Highway Administration, local and state Departments of Emergency Management, other agencies, and other County departments concerning emergency response and contract compliance with concentrated focus the preparation of bid documentation, scopes of work, and response tracking and reporting to ensure state and federal aid and grant compliance.
- Receives and evaluates citizen and business complaints for the department. Analyzes and develops solutions or coordinates solutions with other staff as appropriate. Ensures all inquiries and complaints are handled in a professional and timely manner. Evaluates complaints and issues related to right-of-way and driveway permits and customer service.
- Answers inquiries from the general public, administrators, and public officials on the phone, in person, and/or in writing.
- Reads and interprets large volumes of written materials, financial data, technical materials, statutes, rules, and ordinances.
- Conducts meetings and handles problems involving departmental contracts (within areas of responsibility) with vendors, contractors, consultants, and the public. Some meetings may be held after hours, at night or on weekends.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for directly and regularly supervising work of a moderate staff in the areas of primary responsibility and indirect supervision of a relatively large number of employees who report to other supervisors or managers. Includes assigning, directing, evaluating, and reviewing the work of subordinate employees. Responsibilities include providing on-the-job training, evaluating job performance, recommending selection of new staff members,

promotion, status changes, and discipline; planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Public/Business Administration, Civil Engineering, or related field or equivalent; and five (5) years' progressively responsible experience in public works management; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- FEMA NIMS IS-100, IS-200, IS-700, and IS-800 certifications within three (3) months of appointment and IS-300 within twelve (12) months of appointment.
- Additional training in disaster management and employee development.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, government regulations, financial reports, and legal documents.
- Ability to respond effectively to the sensitive inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed format and style.
- Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards.
- Ability to apply concepts such as fractions, percentages, ratios, proportions, probability, and statistical inference.
- Ability to apply mathematical operations to such tasks as frequency distribution of test reliability and validity, analysis of variance, correlation techniques, sampling theory, and factor analysis.
- Ability to calculate figures, accounts, projections and trends, such as amortizations, growth projections, expenditure/revenue projections, discounts, interest, commissions and depreciation.
- Ability to defines problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.
- Ability to interprets complex and detailed technical data in mathematical or diagram form.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to study work processes to determine most effective methods as essential tasks.
- Ability to develop and analyze complex financial spreadsheets and balance sheets.
- Knowledge of Microsoft Office Suite, with strong Excel and database abilities
- Knowledge of cash handling, management, and basic accounting.
- Knowledge of research techniques, methods, and practices.

- Skills in organization and task prioritization.
- Ability to conduct research, analyze and interpret findings, and prepare clear and concise reports.
- Ability to communicate courteously, tactfully, and effectively with government officials, employees, and members of the public.
- Ability to speak effectively and clearly in public.
- Ability to plan and organize work.
- Ability to work independently on time sensitive complex issues.
- Ability to supervise employees in a manner conducive to full performance and high morale.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee occasionally be required to stand, walk, stoop, kneel, crouch, or crawl; will regularly be required to sit, use hands to finger, or feel, climb, or balance; and will frequently be required to talk or hear.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, risk of radiation, vibration, and outdoor weather conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.