

**Position Title:** Director of Public Services  
**Department:** Administration  
**Reports to:** The Town Administrator  
**Hours:** 35 hours per week  
**Date:** March 16, 2022  
**Salary:** \$80,000 to \$100,000 Depending on qualifications

**Position Purpose:**

Pursuant to Chapter 4 of the Town Charter, the Director of the Division of Public Service reports to the Town Administrator and has the administrative responsibility for providing general governmental services, including the functions of the town clerk, the town library, recreation, veteran services, and any appropriate additional public services as may be assigned by the town charter or through bylaw, shall be vested in the director or supervising board of the division of public services.

**Essential Functions:**

(The essential functions or 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 the position.)

Oversees short and long-term planning; establishes objectives and goals; formulates standards and policies; and provides opportunities for personnel development, provides leadership for the execution of programs approved for implementation, management of projects accomplished in house and by contract; and monitors/supervises the day-to-day.

Oversees, plans, organizes, directs, and coordinates the activities of the departments within the Division of Public Service; confers with town officials in determining plans and policies to be observed in the conduct of the various department operations within the Division of Public Service.

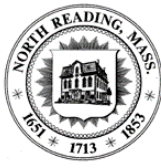
Establishes programs and project policies with the approval of the Town Administrator, prescribes general rules, regulations and administrative policies for the Division of Public Service; directs the preparation and maintenance of necessary records and reports.

Supervises subordinates and ensures staffing levels, including contracted services, are adequate to meet Division of Public Service requirements; conducts regular inspections to ensure compliance with departmental policies and technical requirements.

Prepares, submits and administers, along with the various department heads within Division of Public Service, the annual departmental budgets, and capital improvement plans; recommends the purchase of equipment, staffing levels and improvements of the Division of Public Service; assists others with the development, presentation and execution of the Capital Improvement Program.

Monitors and reviews of Division of Public Service projects; provides technical assistance to various boards and committees related to the Division of Public Service; meets with stakeholders and various civic organizations to discuss matters of public Service, needs and problems.

Assists with collective bargaining negotiations; administers and enforces the collective bargaining agreement, personnel policies; and personnel management issues.



Oversees the planning and coordination of education and training programs for Division of Public Service employees and the provision of service training, as appropriate, to other Town employees.

Assists with developing public policy recommendations for consideration by the Select Board.

Provides consultation to Town Boards, Committees, Commissions and departments on matters relating to public service departments.

Responds professionally and responsibly to inquiries by the public and press; oversees the dissemination of information to organizations and the public regarding Division of Public Service activities, programs, goals and objectives.

Generally, plans, directs, oversees, and/or provides for the effective coordination and delivery of Public Service projects, services and products for other Town departments; and provides for the coordination of internal department work and activities with outside contractors and agencies.

Attends Select Board meetings, Town Meeting, and other meetings as necessary.

Performs similar or related work as required, directed or as situation dictates.

Determines the need for contracted services for the Division of Public Service; oversees the development of, or develops, plans, specification and contract documents for public bids; oversees and/or administers and monitors contracts to assure compliance with terms and conditions.

#### **Recommended Minimum Qualifications:**

##### Education, Training and Experience:

Bachelor and/or Master's degree(s) in public administration, or a related field preferred; a minimum of five years of experience demonstrating progressively responsible leadership in public service or public administration in a supervisory or administrative experience in municipal government; or any equivalent combination of education and experience. Valid Massachusetts motor vehicle operator's license. The ability to possess any necessary security clearance(s).

##### Knowledge:

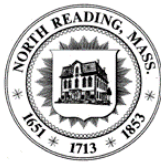
Working knowledge of town government; working knowledge of public service operations Working knowledge of other town departments, state and federal agencies; working knowledge of personnel and state regulations; working knowledge of department budgetary procedures, record keeping, cost accounting and information flow techniques and practices.

##### Abilities:

Ability to respond to emergency situations and provide effective leadership; communicate work assignments and supervise subordinates; ability to express ideas effectively, both orally and in writing; and the ability to develop and monitor the effectiveness of short and long range operational plans. Ability to deal tactfully with disgruntled members of the public. Ability to establish and maintain effective working relationships with employees, the public, local officials, state and federal regulatory authorities. Ability to make recommendations on matters of major policy and on complex technical and administrative problems Ability to drive a motor vehicle.

##### Skills:

Excellent budgetary, planning and organizational skills. Ability to write reports to Administration and elected officials, and for public consumption. Computer skills including the use of Microsoft Office, Outlook, Excel, PowerPoint, MUNIS, and any other necessary software. Strong supervisory and mentoring skills.



#### Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

#### Physical Skills

Work requires some agility and physical strength, such as moving in or about work sites or over rough terrain, or standing or walking most of the work period. Occasionally, work may require lifting heavy objects and carrying them (up to 20 lbs.). There may be need to stretch and reach to retrieve materials.

#### Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, sorting, and operating a motor vehicle.

#### Visual Skills

Visual demands require routinely reading documents for general understanding, reading documents for analytical purposes and reviewing non-written materials (e.g. maps, blueprints, instrumentation for analytical purposes).

#### **Supervision:**

##### Supervision Scope:

Performs highly responsible work of a complex nature which involves the exercise of independent judgment and initiative in planning and overseeing the operations of the Division of Public Service and in the development and delivery of services to meet community needs.

##### Supervision Received:

Work is performed under the direction of the Town Administrator. Occasional interaction with elected/appointed officials for policy/financial purposes.

##### Supervision Given:

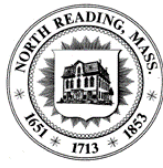
Provides direct supervision of all Division of Public Service staff, including responsibility for discipline. Duties include Division of Public Service level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the Division of Public Service including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and legal repercussions and/or loss of life

#### **Job Environment:**

Work is performed under varied conditions, spends some time working outdoors with exposure to weather conditions; may also be exposed to risks related to working in public service. Noise level is usually moderate but may be extreme. Employee may work outside of normal work hours for emergencies or to attend meetings.

Operates computer, telephone, facsimile machine, copier, calculator, video conferencing, and other standard office equipment. Operates a motor vehicle.

Employee has frequent contact with the general public, other town departments, state and federal agencies, boards and organizations, vendors. Contacts are in person, through video conferencing, by telephone, and by email and involve an information exchange dialogue.



Employee has access to all Division of Public Service related confidential material regarding financial, legal and personnel issues.

(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)

FLSA Classification  
Exempt

POSITION REQUIRES A BACKGROUND INVESTIGATION.

POSITION REQUIRES A PHYSICAL EXAMINATION, DRUG SCREENING AND CORI INVESTIGATION POST OFFER.