

SANITATION AREA MANAGER

Recruitment #1609-5148-001

List Type Transfer/Promotional

Requesting Department DPW-OPS-SANITATION

Open Date 9/22/2016 11:59:00 PM

Filing Deadline 10/14/2016 11:59:00 PM

HR Analyst Marti Cargile

INTRODUCTION

THIS POSITION IS OPEN TO CURRENT DEPARTMENT OF PUBLIC WORKS (DPW) (CITY OF MILWAUKEE) EMPLOYEES ONLY

PURPOSE

Under the direction of the Sanitation Services Manager, the Sanitation Area Manager organizes, conducts, and monitors the operations of approximately one-third of City of Milwaukee Sanitation Services to ensure that service delivery aligns with public policy, strategic goals, and departmental standards. The person in this position is responsible for solid waste, recycling, street sweeping, leaf collection, snow and ice control, and related services for maintaining neighborhood cleanliness and public safety in both routine and emergency operations in the area assigned.

ESSENTIAL FUNCTIONS

- Assist the Sanitation Services Manager (SSM) in the administration and coordination of field operations and in the evaluation of work practices, procedures, systems, and policies for continual improvement and organizational alignment. Plan, coordinate, implement, and monitor compliance and success of initiatives. Report findings to SSM. Research work methods, new technologies, equipment, and tools for improved work practices. Identify service delivery breakdowns and recommend possible improvements to SSM. Consult with and advise management at all levels on complex operational, organizational, and resource challenges, and, as part of the team, provide information and possible solutions.
- Manage, direct, and monitor the staff coordinating the daily operations of the assigned sanitation area to meet the goals and objectives of the section. Ensure that staff and equipment are effectively utilized to meet service delivery objectives related to solid waste and recycling services, street sweeping, brush and leaf collection, code enforcement, and snow and ice control operations.
- Collaborate with other managers to design benchmark surveys and quantitative techniques to improve the productivity and quality of operations and build a more effective workforce. Create, define, evaluate, and improve productivity standards to maximize efficiency and effectiveness of service delivery. Oversee the preparation of management and productivity reports and studies.

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- Respond to complaints, questions, and concerns from citizens, elected officials, and other stakeholders, taking appropriate action to correct or resolve them in a responsive and professional manner. Initiate quick resolutions as appropriate to the situation.
- Interview and hire non-supervisory field personnel, and conduct orientation programs for all new and promoted employees. Work to provide a safe, tolerant, and learning environment for all employees. Provide training opportunities, conduct performance appraisals, and conduct monthly staff meetings to share information and obtain constructive feedback. Meet with all employees periodically to provide communication forums to answer questions, share information, and receive suggestions.
- Initiate and direct effective emergency operations such as snow and ice control, responses to floods, windstorms, or other emergency conditions. Coordinate with other DPW sections for adequate staffing and equipment to ensure public safety. Provide detailed and accurate communications to the management team.
- Manage and maintain sanitation facilities and equipment, including self-help centers, transfer stations, and district offices to be in good operational condition.
- Represent the department on work groups, at public hearings, and at community and neighborhood meetings, and provide information to educate the public on City programs and services.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

CONDITIONS OF EMPLOYMENT

- Mandatory conditions of employment include the following, as needed to meet the needs of the department:
 - o Perform snow and ice control duty assignments and respond to emergency events to provide management direction and oversight.
 - o Work various shifts and extended hours, including weekends and holidays, during the winter season.
 - o Work in all types of weather conditions.

MINIMUM REQUIREMENTS

1. Regular status as City of Milwaukee-Department of Public Works (DPW) employee, having successfully completed a probationary period for a civil service position.
2. Bachelor's degree in business or public administration, management, environmental studies, occupational health and safety, transportation and logistics, project management, or a related field from an accredited college or university.
3. Five years of experience in municipal public works overseeing personnel, managing workloads and schedules, and controlling equipment in the Department of Public Works. See desirable qualifications, below.
4. Valid State of Wisconsin Driver's License at time of appointment and throughout employment.

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Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: College transcripts are required and must be received by the application period closing date. Transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Student/unofficial copies are acceptable; however, your transcript must be legible and include your college/university name, your name, the degree completed (if applicable) and the date completed.

DESIRABLE QUALIFICATIONS

- Experience in solid waste, recycling, and snow and ice control or other emergency response operations.

KNOWLEDGES, SKILLS, ABILITIES & OTHER CHARACTERISTICS

Technical Knowledge and Skills:

- Knowledge of current practices and procedures and emerging trends related to the collection and proper disposal of waste. Knowledge of municipal and state solid waste and recycling ordinances. Knowledge of safety regulations and safe worker practices.
- Knowledge of snow and ice control methods and techniques for a large City. Ability to manage snow and ice control operations with a calculated dynamic approach.
- Knowledge of City of Milwaukee streets, neighborhoods, boundaries, and special conditions and locations important to daily and emergency operations.
- Knowledge of industry-relevant technologies such as geographic information systems, mobile work order systems, and fleet routing software preferred.
- Proficiency using standard computer applications such as word processing, spreadsheet, and database.

Leadership Skills:

- Leadership and supervisory skills; ability to assign duties, set performance standards, monitor work in progress, evaluate performance, and make hiring recommendations.
- Training and motivational skills; ability to provide guidance and training and coach team members to success.

Communication and Interpersonal Skills:

- Verbal communication and presentation skills in order to positively represent the department to groups both large and small.
- Written communication skills, including the ability to prepare clear and concise correspondence and reports.
- Interpersonal skills; ability to collaborate effectively with other City managers, elected officials, fellow staff, direct reports, and outside parties.
- Customer focus and a dedication to exceptional service delivery; ability to interact with citizens in a courteous, tactful, and concerned manner.

Critical Thinking Skills:

- Analytical skills to be able to analyze and interpret data and apply knowledge to identify and develop process improvements.
- Problem-solving skills to effectively address complex challenges.
- Decision-making skills and sound judgment.

Professional Characteristics:

- Ability to plan, organize, and prioritize work to achieve objectives within deadlines.
- Detail-oriented.

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- Dedication and willingness to respond to the department's emergency response efforts.
- Ability to remain calm when working in stressful situations.
- Ability to represent the department with professionalism, honesty, and integrity.
- Commitment to professional development and staying abreast of best practices in solid waste and recycling.
- Ability to lift and move up to ten pounds unassisted on occasion.

CURRENT SALARY

THE CURRENT STARTING SALARY (PAY RANGE 1HX) for City of Milwaukee residents is \$70,827 annually, and the non-resident starting salary is \$69,090. Appointment above the minimum requires approval and will be based on qualifications and experience.

SELECTION PROCESS

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Department of Public Works reserve the right to call only the most qualified candidates to oral exams, performance tests, or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

INITIAL FILING DATE. The examination will be held as soon as practical after **October 14, 2016**. Receipt of applications may be discontinued at any time after this date without prior notice. However, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time, and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee-Department of Public Works (DPW) employees hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary, or emergency appointments are not eligible for transfer.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <http://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.