
FIELD OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing land and resource management activities on Authority lands, including construction, maintenance, and repair of facilities and capital improvements, resources management, enhancement, and stewardship of properties; oversees community engagement activities including volunteer, education, and interpretive programs; participates in long- and short-term land management project planning; coordinates assigned activities with other Authority departments and outside agencies; provides complex and responsible support to the Assistant General Manager and others in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant General Manager. Exercises general direction and supervision over professional, technical, and maintenance support staff.

CLASS CHARACTERISTICS

This is a management classification that is responsible for planning, organizing, managing, reviewing, and evaluating the work of land management, resource management, and volunteer and interpretive staff either directly or through lead workers. Successful performance of the work requires an extensive land management background as well as skill in coordinating work with that of other Authority departments and public agencies. Responsibilities include performing and directing many of the department's day-to-day operational functions. This class is distinguished from the Assistant General Manager in that the latter has overall management responsibility for land management and planning programs, functions, and activities and for developing, implementing, and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS *(Illustrative Only)*

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the typical job functions.

- Assumes management responsibility for all land management functions, projects, and activities, including maintenance and construction of facilities and equipment, resource management, volunteer and docent activities, and stewardship of properties.
- Plans, designs, coordinates, implements, promotes, and oversees assigned department, projects, and initiatives; develops and implements goals, objectives, policies, and priorities for the department; makes recommendations within departmental policy; ensures appropriate service and staffing levels; recommends and administers policies and procedures.
- Schedules and leads staff check-ins; provides program guidance and assists and supports staff in program management; reviews work plans and provides guidance; trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.

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- Plans, prioritizes, and manages construction, maintenance, and resource management projects, including coordinating with Planning; evaluating project sites; obtaining appropriate regulatory permits; determining and recommending equipment, materials, and staffing needs; reading and interpreting technical specifications and plans; recommending and implementing changes; providing critical feedback to project managers; reviewing cost benefit; and ensuring completion of the project on time and within budget.
- Provides oversight and direction to the Authority's volunteer, environmental education, interpretive services, and docent programs.
- Directs the development and administration of the department's annual work plan and budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; implements adjustments as necessary.
- Represents the department to other Authority departments, outside agencies, and to the Board of Directors; meets and confers with planners, consultants, and outside agencies, neighborhood and community groups, and the general public in acquiring information and coordinating encroachment, construction, maintenance, and resource management matters; provides information regarding these matters.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of open space and preserve operations, maintenance, and natural resources management; monitors changes in regulations and technology that may affect operations; prepares reports of changes to senior management and/or the board and provides recommendations on implementation and impact of changes.
- Participates as a member of the management Leadership Team; works cooperatively with other members to address Authority issues, ensure overall health of the organization, foster good communications between department staff, and provide consistent and professional management.
- Researches and compiles information for the preparation of use and management of Authority preserves programs and projects; conducts or directs field and background research; meets with outside agencies, Authority staff, and members of the public to solicit input and identify concerns, problems, and opportunities for improvement; provides staff support to a variety of interdisciplinary committees and boards; prepares, reviews, and completes various reports, including Board agenda and staff reports and related documentation and correspondence.
- Oversees management of contracts for services; participates in the evaluation of submittals; reviews terms and conditions of agreements; negotiates and executes contracts; oversees review of documents, reports, and other work products prepared by consultants and provides feedback and corrections; assists assigned staff with analysis and problem resolution for consultant issues that may arise.
- Manages controlled burns and various emergency services, such as wildland fire suppression, search and rescue (SAR), and medical response.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, project management, and the development, analysis, and evaluation of programs, policies, and operational needs of assigned area.

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- Principles and practices of open space and preserve construction and maintenance and resource management program development and administration.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Wildland firefighting, behavior, fire weather, and firefighting techniques.
- Contract management practices in a public agency setting.
- Applicable local, state, and federal laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to open space protection and management.
- Principles and procedures of record keeping and reporting.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively interacting with staff, representatives of outside organizations, and members of the public, including individuals of diverse socioeconomic, ethnic, religious, and cultural backgrounds, physical ability, and sexual orientation.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Recommend, develop, and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical operations, maintenance, resource management, and related programs in an independent and cooperative manner.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Organize, implement, and direct assigned maintenance, construction, and resource management activities.
- Evaluate and develop improvements in operations, procedures, policies, and methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Conduct effective negotiations and effectively represent the Authority in meetings with community groups, various business, professional, and regulatory organizations, and in meetings with individuals.

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- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Demonstrate sensitivity to and understanding of the diverse socioeconomic, cultural, physical ability, and ethnic backgrounds of individuals encountered in the execution of Authority services and mission.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in park administration, resource management, natural sciences, or a related field and five (5) years of increasingly responsible experience in protection, operation, or maintenance of parks, open space, forests, or public recreation areas and/or related facilities, including two (2) years of supervisory responsibility.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License.
- Possession of, or ability to obtain, Standard First Aid and Cardiopulmonary Resuscitation (CPR) certification.
- Possession of, or ability to obtain, First Responder Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect Authority construction, maintenance, and resource management sites, including traversing uneven terrain, climbing ladders, stairs, and/or other temporary or construction access points, to operate a motor vehicle, and to visit various Authority and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This classification requires periods of being sedentary in the office and fieldwork requiring frequent walking in operational areas to review work completed and assess problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Occasionally, employees must have to possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds, with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and may occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and/or hazardous physical substances and fumes. Employees may interact with staff and/or public and private representatives on sensitive matters and in interpreting and enforcing Authority policies and procedures.

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