
FIELD OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing land management activities on Authority lands, including construction, maintenance, and repair of facilities and capital improvements, and resources management, enhancement, and stewardship of properties; 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 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 maintenance and resource management 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 and resource management and stewardship of properties.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments as necessary.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; oversees and participates in the bid process for assigned projects

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- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Assistant General Manager.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- 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.
- Evaluates the need for, recommends, plans, and schedules long-term operations, construction, and maintenance projects; organizes available resources for the maintenance, improvement, and repair of Authority land, facilities, and equipment; compiles estimates, contract provisions, and specifications.
- Plans, prioritizes, and manages construction and 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; and ensuring completion of the project on time and within budget.
- Assists in the development of consultant requests for proposal, advertising, and bid processes for professional and/or construction services; evaluates proposals and recommends project award; administers contracts after award.
- Inspects work in progress and completed work of assigned employees and contractors for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Manages and participates in providing support for controlled burns and various emergency services, such as wildland fire suppression, search and rescue (SAR), and medical response; controls traffic and monitors affected areas to ensure the safety of the public and staff; coordinates activities with SAR agencies; provides First Aid and CPR as needed.
- Ensures that safety procedures are followed and that safety equipment is worn; makes periodic safety presentations to assigned staff.
- Oversees tenant relations to ensure compliance with terms of leasing agreements and federal, state, and local grazing rights, rules, and regulations.
- 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.
- 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.
- Prepares, reviews, and completes various reports, including Board agenda and staff reports and related documentation and correspondence.
- Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations, and procedures; answers questions and resolves concerns.
- Attends and presents information to the Board of Directors and various commissions, committees, and boards.

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- 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; researches emerging products and enhancements and their applicability to Authority needs.
- 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.
- 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.
- Principles and practices of open space and preserve construction and maintenance and resource management program development and administration.
- Local flora, fauna, cultural, and geological resources and methods and techniques of wildland resource protection and restoration.
- 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.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the Authority in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff.

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.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.

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- Organize, implement, and direct assigned maintenance, construction, and resource management activities.
- Accurately locate property boundaries in remote, rugged settings using GPS technology, public land survey markers, range and bearings, or other techniques.
- 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.
- Effectively represent the department and the Authority in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- 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.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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 lead or supervisory responsibility.

Licenses and Certifications:

- Possession of 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.
- Possession of, or ability to obtain, 4 Wheel Drive and ATV Safety Certification.
- Possession of, or ability to obtain, Chainsaw Operator Certification.

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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 is primarily a sedentary office classification although standing and walking between work areas may be required. 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

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.

EFFECTIVE: September 2013
REVISED: N/A
FLSA: Exempt