

Town of Machias Operations Manager Job Description

This is a salary position based on an average 40-hour work week.

OVERVIEW:

This is a highly responsible position within the Town of Machias. The Operations Manager is part of an integral team and will perform administrative and professional work in the planning, organizing, directing, and supervision of all employees and daily activities in coordination with the Town Manager.

The Operations Manager will report directly to the Town Manager but shall exercise strong independency in daily decisions and directing the work and schedules of all employees. It will be essential that the candidate combine a high degree of professional ability with the personal qualities which allow them to manage, motivate, and encourage existing employees, volunteers, and work affiliates.

The duties are more specifically listed below, although this should not be seen as a definitive list, but rather as a guide to the dimensions of the role:

ADMINISTRATION AND HUMAN RESOURCES:

- Assists in the planning, directing, supervising, and coordinating of departmental operations; participates in the development of departmental strategic planning; assigns and prioritizes work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures.
- Collaborates with leadership, department heads, and office staff in the performance of job assignments to achieve operational improvements.
- Establishes performance expectations in consultation with the Town Manager, develops job descriptions, evaluates performance of personnel, and performs annual reviews.
- Assists with the preparation of operating and capital improvement budgets and the control of expenditures.
- Assists in the planning, directing, supervising, and coordinating of departmental operations; participates in the development of departmental strategic planning; assigns and prioritizes work activities, projects and programs; monitors workflow; reviews and evaluates work products, methods and procedures.
- Directs department heads and office staff in the operation and performance of job assignments.
- Establishes performance expectations in consultation with the Town Manager, develops job descriptions, evaluates performance of personnel, and performs annual reviews.
- Assists with the preparation of operating and capital improvement budgets and the control of expenditures.
- Develops work plans in consultation with the Town Manager and monitors work for conformance to policies and procedures.

- Will assign daily duties of all personnel.
- Responds to the public and other inquires relative to department policies and procedures.
- Evaluates issues, options regarding the municipality, and makes recommendations to the Town Manager for performance improvements.
- Communicates with Supervisors during the development and progress of various projects.
- Conducts the interview process with the Town Manager (or designee) or a department head as applicable to the job position. Recommends the appointment of personnel to the Town Manager.
- Coordinates staff training.
- Will provide assistance to the Town Manager as needed.
- May assume the responsibilities of the Town Manager, in his/her absence.
- Works effectively and positively with other employees and the general public regarding all aspects of the Town.
- Establishes and maintains relationships with community partner organizations and/or vendors to build effective, collaborative workflows. Oversees contractual processes and ensures performance metrics are met with contract partners.
- Develops and maintains operational and program policies and procedures which are compatible with the function and objectives of the department and the division and meets all external compliance requirements.
- Coordinates the development and monitoring of internal systems compatible with overall division needs to ensure correct coding and charge capture.
- Analyzes volume, revenue, cost, quality, productivity, and customer satisfaction trends to drive volume, growth, and profitability.
- Ensures cost control and appropriate revenue enhancement.
- Establishes and maintains performance standards, service excellence, and operational efficiency and meet all regulatory requirements.
- Establishes and maintains relationships with community partner organizations and/or vendors to build effective, collaborative workflows. Oversees contractual processes and ensures performance metrics are met with contract partners.
- Controls supply inventory, storage, and usage. Ensures that equipment is maintained in an appropriate manner. Recommends equipment and service contract purchases.
- Analyzes space needs, recommends, and manages space renovation projects to meet programs and/or volume growth.
- Manages the day-to-day operations of the assigned department.
- Participates in capital and operational budget preparation process.
- May manage a variety of department-wide projects and/or lead or serve on cross-department teams on projects impacting other departments or directorates.
- May perform supervisory functions by interviewing, selecting, and providing training for new staff; makes recommendations on personnel actions; evaluates subordinates' performance; determines the need for and initiates disciplinary action in order to ensure adequate and competent staffing for the department.
- Evaluates compliance and implements improvements, when necessary, to maintain compliance with The Joint Commission, Title XXII, CMS, CDPH, and other regulatory agencies or policies.

This position is a normal 5-day work week consisting mostly of a Monday through Friday daytime schedule but occasionally requires attendance at evening meetings. The Town offers all fulltime employees a generous health insurance plan, thirteen paid holidays a year, vacation time, a 457B retirement plan, and other benefits outlined in the Town of Machias Personnel policy.