




Project Manager -
2023 Job Description

JOB DESCRIPTION

Manager of Maintenance

Date of Last Revision: October, 2023

 W E S T E R L Y Rhode Island	DEPARTMENT	Department of Public Works - Utilities		
	REPORTS TO	Director of Public Works - Utilities		
	FLSA STATUS	Exempt; Full-Time		
	POSITION TYPE	Non-Union	PAY GRADE	

POSITION OVERVIEW

Under the general direction of the Director of Public Works - Utilities, the Manager of Maintenance is responsible for overseeing the maintenance staff of the Utilities department. The responsibilities also include overseeing front-office functions and managing the collections program. This position will also act as the 911 liaison and work on GIS mappings.

ESSENTIAL JOB FUNCTIONS

- Oversee the clerical aspects of the maintenance department.
- Assists the Director of Public Works - Utilities as necessary on a variety of other projects.
- Manage and assign work daily to the maintenance department staff.
- Responsible for all 'Dig Safe' requests.
- Manages the meter replacement program and coordinates with internal and external stakeholders to ensure meters are updated to date and working efficiently.
- Oversee all invoices received.
- Acts as the 911 Liaison for the Town of Westerly.
- Responsible for entering meter and radio read devices.
- Writes and coordinates grants if they are available and needed by the department.
- Provides organization and administration of mandated programs and the preparation of reports to ensure compliance with local, state, and federal regulations.
- Maintains record drawing filing system consisting of drawings and specifications including hard copy and electronic files.
- Ensures compliance with all regulations, guidelines, policies, procedures, and laws related to the operation of the water pumping equipment.
- Collects delinquent accounts and oversees all invoices.
- Provides customer service to residents by answering questions regarding bills.
- Uses discretion when resolving complex billing issues or sensitive customer accounts.
- Handles complex questions and issues that are referred to by front-office staff when needed.
- Works with external stakeholders on new home and construction projects discussing fees, meters, and water lines.

ADDITIONAL JOB FUNCTIONS

- Attends conferences, seminars, committee, and council meetings as required.
- Assists in the preparation of yearly budget requests.
- Provide assistance and first-line responses on operational programs.
- Other duties and projects as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

For successful performance in this position, the incumbent will need to demonstrate the following:

KNOWLEDGE of:

- Advanced knowledge in the practices and procedures of office and maintenance management.
- Working knowledge of the laws, regulations pertaining to bill collection and office and maintenance management.
- Various computer-based systems.

SKILLS in:

- Customer service skills in identifying issues, empathizing with customers, and using judgement and discretion in resolving customer issues.
- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures guidelines and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors, and the public.

ABILITY to:

- Identify office and maintenance issues and resolve them.
- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Demonstrate good customer service skills with the ability to problem solve.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel in addition to other related software.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions from Town officials and management, other government agencies, vendors, and the public.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise, and accurate reports either orally or in writing.
- Utilize conflict resolution and negotiation skills.
- Work hours beyond the regularly scheduled workday when needed and pre-approved.

MINIMUM POSITION REQUIREMENTS

EDUCATION AND EXPERIENCE

- Bachelor's degree in business or public administration or closely related field preferred.
- Three years of experience as an office manager or maintenance manager assigning the work of others. Experience must include high public contact and extensive customer service dealing with a variety of issues.
- Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

LICENSES AND CERTIFICATIONS

- A valid driver's license.

ENVIRONMENTAL AND PHYSICAL DEMANDS

ENVIRONMENTAL DEMANDS including:

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including:*

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

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.