

# South Jordan City

## Job Description

**Title:** Operations Manager  
**Org:** 100410  
**Pay Grade:** GS20

**Effective Date:** 2/27/2025  
**FLSA:** Exempt  
**Workers Comp:** Clerical

### GENERAL PURPOSE

Direct, supervise, plan, and coordinate support operations within the Engineering Services and Planning Departments. Perform a variety of specialized supervisory job duties related to project management, budget review, adhering to the objectives set by the city, and coordinating the day-to-day functions of assigned staff. Oversee database management for the department, provide training, and manage a variety of projects.

### SUPERVISOR

Director of Engineering Services/City Engineer

### POSITION(S) SUPERVISED

Administrative Assistant I, II, III  
Executive Assistant

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave. Occasional, 20% or less, of the essential job duties may be performed regularly from a remote location upon authorization.

Manage the selection of personnel for the division; train, motivate, and evaluate personnel assigned to the division; work with employees to correct deficiencies; and resolve personnel problems; coordinate and review workflow, products, methods, and procedures.

Train, mentor, supervise, and assist employees in performing their duties and tasks.

Oversee the engineering services software systems, including: ensuring the integrity of data entry; coordinating database management with the I.S. department; implementing and maintaining division database modules; training system users; evaluating and making changes to the system as needed to maintain the quality and efficiency of database reports.

Analyze and organize office operations and procedures such as bookkeeping, information management, filing systems, requisitions for supplies, and other clerical duties.

Plan, organize, direct, and oversee front office operations, including: evaluating and assigning work in the most efficient and effective manner; offering suggestions and implementing programs and processes that will increase the level of customer service given to residents, businesses, and contractors.

Support the Engineering, Building, and Planning Departments and Division with IT, capital and maintenance project planning, budgeting and purchasing, and determining process improvement opportunities relating to the department.

Instruct and train employees in the use and function of various software programs as needed and provide computer hardware support.

Assist the Chair of the CIP (Capital Improvement Projects) Technical Committee.

Forecast future capital demands through preparation and annual updates of the 5-year and 20-year CIP (Capital Improvement Projects) Technical Committee plan with regard to the city's strategic initiatives.

Monitor economic conditions and revenue estimates and, when necessary, recommend modifying capital plans and operations to address changing conditions.

Prepare CIP budget adjustments and payment authorizations for expenditures. Monitor project revenues, expenses, development agreements, project time lines, and the reprogramming of available funds.

Establish and maintain cooperative working relationships with other departments, city officials, outside agencies, and the public.

Monitor and track CIP projects through the project management module in Munis software.

Monitor and track developer submitted bonds.

Monitor the Engineering, Building, and Planning Department and Division budgets, including revenues and expenditures, in addition, budgeted expenditure projects.

Oversee the department's safety and training programs, including planning and delivering monthly department safety training, working with the department to accomplish program tasks and goals, and establishing and maintaining department training needs for all employees.

Manage department social media planning and communications. Regularly attend and participate on the IT Steering Committee. Responsible for city phone purchasing and administration for the department.

Assist department administration with special projects.

Perform other duties as assigned.

#### MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's Degree from a regionally accredited college or university with major course work in business or public administration

AND

B. Four (4) years of professional experience in a position of progressively more responsible experience, and at least two (2) of those years working in supervisory positions

2. Special Qualifications:

Valid Utah Class D Driver License

Experience working in engineering or public works preferred

3. Knowledge, Skills and Abilities:

Work effectively with other employees, elected officials, local agencies, and the general public.

Ability to organize and manage multiple projects.

Ability to supervise and motivate employees.

Skill in the art of diplomacy and cooperative problem solving.

Ability to communicate effectively with both supervisors and subordinates verbally and in writing.

Ability to recognize workflow, process inefficiencies, and be able to recommend, plan, and implement effective solutions.

Knowledge of advanced principles and operating procedures of computer systems and related equipment.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.

4. Working Conditions:

The incumbent of the position performs in a typical office setting with appropriate climate control. Tasks require a variety of physical activities, such as walking, standing, stooping, sitting, reaching, talking, hearing, seeing, and lifting (20–40 lbs.). Common eye, hand, and finger dexterity are required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights for any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Engops Mgr</b>	<b>EEO-4 Class:</b>	<b>Official/Admin</b>
<b>Location:</b>	<b>Engineering</b>	<b>EEOP Class:</b>	<b>Official/Admin</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match: None</b>	<b>Benchmark: Manager</b>