

South Jordan City

Job Description

Title: Public Works Operations Manager
Org: 100500
Pay Grade: GS20

Effective Date: 11/18/2025
FLSA: Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Direct, supervise, plan and coordinate support operations within the Public Works Department while serving as a member of the Public Works management team. Perform a variety of specialized supervisory duties related to project management, budget review, planning, organizing, cemetery customer interfacing, 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

Associate Director of Public Works

POSITION(S) SUPERVISED (3)

Public Works Administrative Assistant I, II, and III

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 job duties.

Oversee the city's asset management program/ software systems, including ensure integrity of data entry, coordinate database management with I.S., and GIS, departments, implementation and maintenance of division database modules, train system users, evaluate and make changes to system as needed to maintain quality and efficiency of database reports.

Plan, organize, direct, and oversee front office operations, including: evaluating and assigning work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents/businesses/contractors, supervise front office staff and evaluate and implement training for staff in alignment with department objectives, and ensure proper front office staff coverage.

Support Public Works divisions including IT, purchasing, contracts, media, and determine process improvement opportunities relating to the department.

Coordinate and serve as the liaison for Department IT infrastructure and software.

Monitor the public works administrative budget including revenues, expenditures and budgeted expenditure projections.

Lead and/or assist department administration with programs and special projects i.e. safety trainings, department meetings, coordinate all PW events, and any major CIP projects.

Manage department social media planning and communications for department, including but not limited to graphics design, and focus articles.

Work with public works divisions to coordinate public relations efforts, including the proper type of communication medium to present information to the public.

Serve as department records liaison, route all contracts, change orders, and any forms that need to be routed for signatures

Oversee the marketing and sales of burial plots, cremation niches, and related cemetery services. Provide families with clear information regarding plot availability, pricing, and purchasing options. Maintain accurate and up-to-date records of plot ownership, sales contracts, and payment details. Track cemetery inventory and report on availability trends.

Coordinate and schedule interments, ensuring all legal and administrative requirements are met. Work with funeral homes, vault companies, clergy, and families to confirm burial arrangements. Prepare burial schedules and ensure parks staff are aware and assigned appropriately.

Serve as the primary point of contact for the public, providing compassionate and professional assistance. Guide families through the burial process with sensitivity, respect, and clarity.

Ensure compliance with local, state, and federal regulations governing cemetery operations. Support cemetery events such as Memorial Day services.

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.

OR

C. An equivalent combination of education and experience.

2. Special Qualifications:

Valid Utah Class D Driver License

Knowledge of public works operations preferred.

3. Knowledge, Skills and Abilities:

Ability to work effectively with other employees, elected officials, local agencies, and the 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.

Intermediate proficiency with 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.

Skill with using GIS program packages (ArcView) to input, edit, prepare and produce various maps, related to geographic database information, and other GIS tools and products.

4. Working Conditions:

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, finger dexterity 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 person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to 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

Job Class:	PWOPS MGR	EEO-4 Class:	Official/Admin
Location:	Public Works Admin	EEOP Class:	Official/Admin
Group/BU:	General Pay Plan	Tech-Net Match: None	Benchmark: Manager