



## Administrative Operations Manager – Public Works

EEO Class Code: 5-Administrative Support Worker

Union Status: Unclassified

FLSA Code: Exempt

# The Town of Pembroke Park Job Description

**Department:** Public Services

**Supervises:** None

**Position Reports To:** Public Services Director or Deputy Director

**Sworn:** No

### Job Specifications

#### NATURE OF WORK

The Administrative Operations Manager – Public Works is responsible for overseeing and coordinating the administrative, operational, and financial functions that support the effective delivery of public works services. This position provides executive-level support to departmental leadership, manages internal workflows, tracks departmental financials, oversees work order and procurement processes, and serves as a liaison with vendors, contractors, and other Town departments. The role requires a high degree of initiative, discretion, and professional judgment in managing sensitive matters and facilitating operational continuity.

#### ILLUSTRATIVE TASKS

Tasks required of those in the position of Administrative Operations Manager – Public Works include, but are not limited to:

- Manage administrative functions including scheduling, internal communications, and documentation for the Public Works Department.
- Coordinate meetings, prepare agendas, maintain minutes, and follow up on actionable items.
- Oversee records retention in compliance with state and local requirements.
- Process and reconcile invoices, monitor billing (e.g., locator services, false alarms), and track expenditures in coordination with the Finance Department.
- Assist in budget preparation and reporting; monitor operating and capital expenditure.
- Maintain inventory and order supplies, coordinate repairs of departmental equipment.

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- Administer the department's work order system and track service requests.
- Act as procurement liaison, prepare requisitions, maintain vendor files, and ensure adherence to procurement policies.
- Serve as point of contact for internal and external inquiries, including public records requests.
- Support coordination for Town events and emergency operations as required.
- Prepare and distribute correspondence, memos, forms, and reports.
- Assist in special projects and conduct administrative research when needed.
- Perform other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Employees in the position of Administrative Operations Manager – Public Works should have:

- Knowledge of modern administrative practices, budget processes, and procurement protocols
- Computer operational knowledge and proficiency in Microsoft Office Suite.
- Ability to follow, understand, and communicate both orally and in writing.
- Ability to manage time and prioritize multiple tasks effectively.
- Strong organizational skills and ability to manage multiple competing priorities.
- Ability to maintain effective working relationships with other employees.
- Ability to deal with the public in an effective and courteous manner using diplomacy.
- Must have considerable knowledge to read and understand Town codes, ordinances, policies, and procedures.
- Basic knowledge of state-mandated codes and standards, permitting and contractor licensing as they relate to utilities and building code requirements.
- Ability to handle sensitive and confidential information with discretion.
- Capable of working independently with minimal supervision in a fast-paced environment.

## **MINIMUM REQUIREMENTS**

- Associate degree in Public Administration, Business Administration, or a closely related field (Bachelor's preferred).
- Five (5) years of progressively responsible administrative or municipal operations experience, preferably in a Public Works or Public Services setting.
- Certification as a Florida Notary Public (required within three months of hire).
- Executive or administrative assistant certificate of completion (preferred).
- An equivalent combination of education and experience may be considered.

## **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business offices with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic).
- Ability to work within a confined area.
- Ability to work in a computer station for an extended period.
- The physical environment requires the employee to work inside and outside in heat/cold, wet/humid, and dry/arid conditions.
- May be requested to work overtime and weekends for special town events and emergency situations.