

**CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION**

TITLE: DEPUTY DIRECTOR (JOB CODE 176)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Various	Assistant Director/Director	Exempt

CLASS SUMMARY

This is a management position in the City’s unclassified service, responsible for overseeing one or more operational functions and/or divisions within a Department. Duties include planning, organizing, and managing multiple operations functions within a Department. Incumbents are responsible for managing employees and contractors and formulating policies for the effective use of assigned departmental personnel. May act as the Director or Assistant Director in an assigned Department in their absence. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An incumbent in this position works under administrative direction and performs work of considerable difficulty. The incumbent exercises independent judgment and discretion, manages employees and contractors, and formulates policies for the effective use of assigned departmental personnel. The Deputy Director is differentiated from the higher-level classification of Assistant Director or Director in that it does not manage functions of the entire Department.

As a member of the City’s unclassified service, this is an “at-will” position and the incumbent serves at the discretion of the City Manager or City Attorney. An incumbent in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example, and correctly applies the tenets of the City’s Code of Ethics and Values.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- A bachelor’s degree from an accredited college or university in engineering, business administration, or public administration, or related field; AND
- Five (5) years of increasingly responsible municipal or related administrative and/or analytical experience, including two (2) years of management or supervisory experience.

ACCEPTABLE SUBSTITUTION

None.

LICENSES/CERTIFICATIONS

- Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.
- Certain positions may require possession of a specialized certificate, license, and/or registration related to a specific area of responsibility.

DESIRABLE QUALIFICATIONS

A master’s degree in public administration, civil engineering, business management or related field is desirable.

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If assigned to the Public Works Department:

- Possession of a valid Certificate of Registration as a civil engineer issued by the California Board for Professional Engineers, Land Surveyors, and Geologists is desirable.
- Possession of a Certified Arborist Certificate is desirable.

If assigned to the Parks and Recreation Department:

- Possession of a California Department of Food and Agriculture Qualified Applicator Certificate in categories B, C, and F is desirable.
- Possession of a Certified Arborist Certificate is desirable.
- Possession of an Agricultural Pest Control Advisor License is desirable.

OTHER REQUIREMENTS

- May be required to work unusual hours in shift assignments, in emergency situations, and to be on an "on-call" basis as assigned.
- Must be able to perform all of the essential functions of the job assignment.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent will:

- Develop, plan, oversee and manage various departmental operations and/or programs;
- Participates in, implements, and advises Department Director and/or Assistant Director in the planning and formulation of departmental policy;
- Represent the City and department in a variety of interdepartmental, intergovernmental and community matters;
- Coordinate work of the department with related City departments and private contractors;
- Coordinate activities between other departments, divisions and/or sections in scheduling work projects to ensure efficiency and effectiveness;
- Prepare regular reports on departmental activities;
- Provide staff support to commissions, task forces and/or committees;
- Oversee and direct the planning, development, implementation, and management of the Division operating and capital improvement budgets;
- Direct and perform special projects and strategic planning programs that impact departmental operations;
- Responsible for managing personnel related matters, including the hiring, evaluation, disciplining, and termination of employees, training, and instructing;
- Provide direct supervision over assigned area(s) within a department;
- Ensure the work environment is in compliance with government safety and environmental standards, including any certifications for employees;
- Meet with members of the public, citizens groups, other City departments, and governmental agencies to conduct and resolve problems;
- Assumes responsibility for the department's operations in the absence of the Director and/or Assistant Director; and

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- Perform other related duties as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Principles, practices, and methods of assigned service area or function;
- Principles and practices of the City's budgeting, Civil Service system, and related policies and procedures;
- Effective leadership and management principles and practices, including problem solving and conflict resolution, practices and techniques;
- Applicable laws and regulations affecting related function;
- Principles and practices of budgeting (operating and capital), administration, communication, safety, contracting, human resources, information technology, public relations, project management, outreach, performance standards, records management, and resources to achieve outcomes and expectations;
- Group dynamics and communications skills;
- Equipment purchasing and acquisition practices and methods;
- Safety practices and procedures, including occupational hazards and standard safety procedures; and
- Training, motivation and counseling techniques for evaluating and communicating with assigned personnel.

Ability to:

- Provide the leadership and management of the department through coaching, enabling and facilitating employees working in a team environment;
- Evaluate Federal and State regulations and assess impacts on the City and its customers;
- Identify, research and gather relevant information from a variety of sources;
- Exercise sound and independent judgment, conduct independent analyses and make recommendations on difficult and sensitive issues;
- Anticipate potential problems, develop contingency plans when needed and solve concurrent problems;
- Create a culture that is conducive to change and one that is able to select, recruit, retain, develop and motivate a skilled and talented workforce where everyone knows their mission, role and job, where goals and objectives are clear in order to create an organization that delivers excellent customer service through ethical leadership standards and establishes an atmosphere of respect for employees, consistent with the City's Code of Ethics and Values;
- Build constructive relationships by promoting effective partnerships with department peers, bargaining units, employees, citizens, and others contacted in the course of work;
- Represent and speak for the department and its work, e.g., presenting, explaining, promoting, defining, and negotiating to those within and outside the department by making clear and convincing oral presentations to individuals and groups, by listening effectively and clarifying information, and by facilitating an open exchange of ideas;
- Work effectively as a member of the department's management team to achieve common goals and be able to deliver excellent customer service to both internal and external City

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- customers;
- Establish cooperative working relationships with employees, contractors, and the general public;
 - Analyze and prepare sound recommendations for the solution of difficult problems;
 - Plan, organize, direct, and coordinate organization activities and effectively manage the work of others;
 - Manage complex projects that further the long term objectives of the division and the City by identifying which quality standards are relevant to the project and determining how to satisfy them; evaluate overall project performance on a regular basis to provide confidence that the project will satisfy the relevant quality standards, and by monitor specific project results;
 - Exercise good judgment in structuring and organizing work and setting priorities, balancing the interests of clients and readily readjusting priorities to respond to customer demands;
 - Communicate logically and clearly, both orally and in writing; follow oral and written instructions;
 - Ensure the work environment is in compliance with government safety and environmental standards;
 - Oversee the development of the scope, cost and, when approved, bid specifications for equipment acquisition and repair;
 - Make effective use of information technology systems to enhance delivery of services and projects related to public works infrastructure, including asset management, maintenance management, work order tracking, and Geographic Information Systems (GIS); and
 - Walk or stand for extended periods of time, and bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the general direction of an Assistant Director, Director, or other assigned manager.

SUPERVISION EXERCISED

Manages Department managers, supervisors and other personnel as assigned.

CONFLICT OF INTEREST

If applicable add: Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Created 07/2013, Rev. 07/2013, Rev. and merge with Deputy Director of Parks and Recreation 11/2024

**CITY OF SANTA CLARA, CALIFORNIA
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<u>DEPARTMENT</u>	<u>ACCOUNTABLE TO</u>	<u>FLSA STATUS</u>
<u>Various</u>	<u>Assistant Director/Director</u>	<u>Exempt</u>

CLASS SUMMARY

This is a management position in the City’s unclassified service, responsible for overseeing one or more operational functions and/or divisions within a Department, operations for fleet, street maintenance, storm drain, solid waste, parkways and boulevards, and building maintenance, which may be transferred to this division in the future operations. Duties include planning, organizing, and managing multiple operations functions within a Department. Incumbents are responsible for managing. An incumbent in this position exercises independent judgment and discretion, manages employees and contractors; and formulating policies for the effective use of assigned departmental personnel. May act as the Director of Public Works or Assistant Director in an assigned Department of Public Works/City Engineer in his/her/their absence. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An incumbent in this position works under administrative direction and performs work of considerable difficulty. The incumbent exercises independent judgment and discretion, manages employees and contractors, and formulates policies for the effective use of assigned departmental personnel. The Deputy Director is differentiated from the higher-level classification of Assistant Director or Director in that it does not manage functions of the entire Department.

As a member of the City’s unclassified service, this is an “at-will” position and the incumbent serves at the discretion of the City Manager or City Attorney. An incumbent in this position demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills, sets a good example, and correctly applies the tenets of the City’s Code of Ethics and Values.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

~~A combination of education and experience substantially equivalent to that obtained by acquiring:~~

- A bachelor’s degree from an accredited ~~four-year~~ college or university in ~~civil engineering, business administration, or public administration, automotive management, landscape architecture, horticulture, environmental studies, facility maintenance management, construction management~~ or related field; ~~and~~ AND
- Five (5) years of increasingly responsible municipal or related administrative and/or analytical experience, including two (2) years of management or supervisory experience ~~in a municipal public works agency.~~

ACCEPTABLE SUBSTITUTION

None.

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LICENSES/CERTIFICATIONS

- Possession of a valid California Class C driver's license is required at the time of appointment and for the duration of employment.
- Certain positions may require possession of a specialized certificate, license, and/or registration related to a specific area of responsibility.

DESIRABLE QUALIFICATIONS

~~A master's degree in one or more of the subject areas is desirable.~~

- ~~A master's degree in public administration, civil engineering, business management or related field is desirable.~~

If assigned to the Public Works Department:

- Possession of a valid Certificate of Registration as a civil engineer issued by the California Board for Professional Engineers, Land Surveyors, and Geologists is desirable.
- Possession of a Certified Arborist Certificate is desirable.

If assigned to the Parks and Recreation Department:

- Possession of a California Department of Food and Agriculture Qualified Applicator Certificate in categories B, C, and F is desirable.
- Possession of a Certified Arborist Certificate is desirable.
- Possession of an Agricultural Pest Control Advisor License is desirable.

OTHER REQUIREMENTS

- May be required to work unusual hours in shift assignments, in emergency situations, and to be on an "on-call" basis as assigned.
- Must be able to perform all of the essential functions of the job assignment.

TYPICAL DUTIES

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent will:

- ~~Develop, plan, oversee and m~~Manage various departmental operations and/or programs; the installation, repair, and maintenance of streets, storm drains, public landscaping, including parkways and boulevards, street tree maintenance districts, building maintenance and the City's automotive and equipment fleet;
- ~~Manage City's refuse, recycling collection and disposal projects and programs;~~
- Participates in, implements, and advises Department Director and/or Assistant Director in the planning and formulation of departmental policy;
- Represent the City and department in a variety of ~~an~~ interdepartmental, intergovernmental and community matters; solid waste urban runoff and alternative fuel planning committees;
- Coordinate work of the department with related City departments and private contractors;
- ~~Cooperate~~Coordinate activities between with other departments, divisions and/or sections

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in scheduling work projects to ensure efficiency and effectiveness;so as to make the most efficient use of personnel, materials, and equipment;

- Prepare regular reports on departmental activities;
- Provide staff support to commissions, task forces and/or committees;
- Oversee and direct the planning, development, implementation, and management of the Division operating and capital improvement budgets;
- Direct and perform special projects and strategic planning programs that impact departmental operations;
- ~~Formulate administrative policies for the effective use of assigned departmental personnel and equipment;~~
- Responsible for managing personnel related matters, including the hiring, evaluation, disciplining, and termination of employees, training, and instructing; evaluate and report on the performance of assigned personnel;
- Provide direct supervision over assigned area(s) within a department;
- Ensure the work environment is in compliance with government safety and environmental standards, including any certifications for employees;
- Meet with members of the public, citizens groups, other City departments, and governmental agencies to conduct and resolve problems;
- Assumes responsibility for the department's operations in the absence of the Director and/or Assistant Director; and
- Perform other related duties as required.

KNOWLEDGE, SKILLS, & ABILITIES

~~Any combination of knowledge and abilities substantially equivalent to that obtained by acquiring the following knowledge and abilities~~

Knowledge of:

- Principles, practices, and methods of assigned service area or function; used in the collection and disposal of refuse, refuse transfer recycling, and resource recovery;
- ~~Principles, practices and methods used in the maintenance and construction of streets, storm drainage facilities, curbs, gutters, and sidewalks; street sweeping and cleaning techniques;~~
- ~~Principles, practices and methods used in the automotive and equipment fleet management;~~
- ~~Principles, practices and methods used in the maintenance of street trees and other landscape materials on parkways and boulevards;~~
- ~~Principles, practices, and methods used in construction, operation, maintenance, and repair on a variety of public facilities;~~
- Principles and practices of the City's budgeting, Civil Service system, and related policies and procedures;
- Effective leadership and management principles and practices, including problem solving and conflict resolution, practices and techniques;
- Applicable laws and regulations affecting related ~~facilities~~ function;
- Principles and practices of budgeting (operating and capital), administration,

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communication, safety, contracting, human resources, information technology, public relations, project management, outreach, performance standards, records management, and resources to achieve outcomes and expectations;

- Group dynamics and communications skills;
- Equipment purchasing and acquisition practices and methods;
- Safety practices and procedures, including occupational hazards, ~~integrated pest management~~ and standard safety procedures; and
- Training, motivation and counseling techniques for evaluating and communicating with assigned personnel.

Ability to:

- Provide the leadership and management of the department through coaching, enabling and facilitating employees working in a team environment;
- Evaluate Federal and State regulations and assess impacts on the City and its -customers;
- Identify, research and gather relevant information from a variety of sources;
- Exercise sound and independent judgment, conduct independent analyses and make recommendations on difficult and sensitive issues;
- Anticipate potential problems, develop contingency plans when needed and solve -concurrent problems;
- Create a culture that is conducive to change and one that is able to select, recruit, retain, develop and motivate a skilled and talented workforce where everyone knows their mission, role and job, where goals and objectives are clear in order to create an organization that delivers excellent customer service through ethical leadership standards and establishes an atmosphere of respect for employees, consistent with the City's Code of Ethics and Values;
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- Work effectively as a member of the department's management team to achieve common goals and be able to deliver excellent customer service to both internal and external City customers;
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- Exercise good judgment in structuring and organizing work and setting priorities,

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balancing the interests of clients and readily readjusting priorities to respond to customer demands;

- Communicate logically and clearly, both orally and in writing; follow oral and written instructions;
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- Oversee the development of the scope, cost and, when approved, bid specifications for equipment acquisition and repair;
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- Walk or stand for extended periods of time, and bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the general direction of an Assistant Director, Director, or other assigned manager.

SUPERVISION EXERCISED

Manages Department managers, supervisors ~~the Fleet, Building Maintenance, Streets and Solid Waste, Storm Drain, Parkways and Boulevards managers,~~ and other personnel as assigned.

CONFLICT OF INTEREST

If applicable add: Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually, and upon leaving office, in accordance with City Manager's Directive 100.

CLASSIFICATION HISTORY

Created 07/2013, Rev. 07/2013, Rev. and merge with Deputy Director of Parks and Recreation 11/2024