

OPERATIONS MANAGER

Public Works | Roads, Bridges, Animal Shelter & Government Facilities



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government’s Operations Manager is responsible for the efficient management of the day-to-day operations for the divisions of Roads and Signs, Bridges, Animal Shelter and Government Facilities.

JOB OVERVIEW

PAY TYPE

Exempt (Salaried)

SCHEDULE

Monday to Friday

Must be willing to work extra hours as required to meet departmental workload.

LOCATION

Public Works – South Campus

REPORTS TO

Assistant Public Works Director

PHYSICAL DEMANDS

Lift up to 50 lbs. (Medium)

WORK ENVIRONMENT

Combination of office and field settings, with occasional exposure to outdoor conditions, construction sites, and emergency response situations.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver’s license

In this role, the incumbent is required to ensure the effective delivery of critical services including infrastructure maintenance, streets and bridges, wastewater systems, stormwater management, fleet services, public facilities, and animal shelter operations.

The Operations Manager assists in budget preparation, implements and ensures compliance with safety and training programs, and supervises employee performance and discipline.

The Operations Manager also serves as a liaison between divisions, contractors, and the public, while driving continuous improvement and cost-saving initiatives across all areas of responsibility.

JOB DUTIES

- Oversees the day-to-day operations by the delegation of duties to direct reports for:
 - **Roads and Bridges:** streets, roads, and bridges, traffic control signs and signals, and mosquito control.
 - **Animal Shelter:** operations and maintenance
 - **Government Facilities:** inventory and maintenance of parish owned facilities.
- Assists preparing annual operating budget and oversees the expenditure of budgeted funds and purchasing of material and supplies.
- Implements safety and employee training programs.
- Conduct daily check-ins with division supervisors to assess progress, address issues, and plan future operational strategies.
- Supervise division supervisors and staff, providing guidance, support, and performance oversight to maintain accountability and productivity.
- Monitor division work orders and responsiveness to citizen complaints, ensuring timely resolution and quality service.
- Review and approve permits, licenses, and invoices related to division activities.
- Prepare and submit daily and weekly operational reports, collecting and analyzing data to support decision-making.
- Facilitate weekly division staff meetings, project update meetings, and interdepartmental coordination sessions.
- Conduct regular field visits to assess project progress, inspect work sites, and support crews as needed.
- Attend monthly project meetings and Central Safety Meetings; provide safety training to employees in accordance with Parish policies.
- Review division budgets quarterly and evaluate project milestones to ensure alignment with financial and operational goals.
- Recommend policy changes and implement workplace innovations to enhance operational efficiency and reduce costs.
- Supervise and participate in annual certification training and testing for division.
- Review and revise division procedures annually to improve efficiency, compliance, and service delivery.

Questions? No problem!
Email us at employment@tpcg.org.

OTHER JOB DUTIES

- Ensure compliance with governmental permits, approvals, and licenses relevant to division functions.
- Establish and maintain preventive maintenance programs across all divisions.
- Manage employment, promotion, and disciplinary actions for division personnel in accordance with the Personnel Manual.
- Represent Public Works in meetings with contractors, engineers, Council Members, and the public.
- Respond to calls and inquiries from supervisors and Council Members regarding division matters.
- Participate in major project planning, including preliminary plan meetings, contractor coordination, site observations, and engineering updates.
- Make informed decisions and adjustments to project plans based on field conditions and stakeholder input.
- Maintain accurate records and documentation for all operational activities, ensuring readiness for audits and reporting requirements.
- Participate in quarterly One-on-One meetings with Supervisor.
- Conduct quarterly one-on-one meetings with each subordinate to ensure alignment on responsibilities and expectations, track progress, identify areas for support or development, and facilitate meaningful feedback and goal setting.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Review and approve Absence Requests, FAST forms, and employee timecards submitted through TeamTPCG to ensure accuracy, compliance with policy, and timely processing.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform all other responsibilities deemed necessary by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Strong skills in managing, motivating, and developing teams. This includes setting clear expectations, providing feedback, conducting performance reviews, and maintaining team morale. The ability to delegate tasks and ensure staff accountability is vital.
- **Fiscal Planning and Budgeting:** The ability to manage budgets effectively, monitor expenditures, and make cost-effective decisions that align with operational goals. This also involves understanding procurement processes and ensuring proper use of funds.
- **Time Management:** Must be adept at managing their time and prioritizing tasks effectively, balancing urgent needs with long-term planning. The ability to plan and execute long-term strategies for division improvements, efficiency gains, and cost savings.
- **Analytical Skills:** The ability to analyze issues, identify root causes, and develop creative solutions. This includes handling unexpected situations, such as service disruptions, safety concerns, or budget discrepancies. The capacity to make informed and timely decisions, especially when handling emergencies, budget constraints, or operational challenges.
- **Communication Skills:** The ability to communicate clearly and effectively with a diverse range of people, including staff, the public, government agencies, and contractors. This includes both verbal and written communication skills to convey instructions, expectations, and report updates.
- **Organizational Skills:** Must be capable of maintaining order in a fast-paced environment, providing clear direction and guidance to those you manage for objective success.
- **Technical Skills:** Knowledge of project management principles and tools, such as scheduling, budgeting, and resource allocation. Familiarity with work order management systems to track, assign, and resolve work orders. Must be proficient in Microsoft Word and Excel, as well as basic office machines.
- **Qualifications:**
 - High school diploma or GED certificate required with college degree highly desirable.
 - Minimum of ten (10) years of experience directing an organization or department of comparable size or with similar functions as the divisions managed.