CITY OF REDLANDS

QUALITY OF LIFE DIRECTOR

DEFINITION

Under administrative direction from the City Manager, plans, directs, manages and reviews all activities of the Quality of Life department including code enforcement and graffiti abatement, building and equipment maintenance, parks and trees, street maintenance, the enterprise operations of solid waste, cemetery, airport, and groves, and administration of grants (excluding Public Safety) and the City’s environmental “green” program; collaborates with all directors, senior managers and staff; provides complex administrative and analytical support to the City Manager.

SUPERVISION EXERCISED

Exercises direct supervision over professional and technical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Manage the organization, staffing and operational activities of the Quality of Life department;

Participate in the development and implementation of goals, objectives, policies and performance measures that provide a best-practices approach to all operations of the Quality of Life department;

Identify opportunities for improving Quality of Life services to the residents of Redlands, and determine methods and procedures that provide the highest level of efficiency and effectiveness; identify resource needs; review recommendations with appropriate management staff; implement improvements;

Maintain personal contact with residents, organizations and the business community to promote participation in developing neighborhood and business improvement programs with a comprehensive focus on the environment;

Provide supervision, training and evaluation of the Quality of Life department staff;

Develop a program that allows the Quality of Life staff to be responsive to inquiries or complaints from departments, residents, businesses and community groups and that ensures problems are satisfactorily addressed and resolved;
EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (continued)

Oversee the operation of Quality of Life services including code enforcement and graffiti abatement, parks, tree trimming, street maintenance, and building and equipment maintenance;

Oversee various enterprise operations of the City including solid waste collection and the City’s landfill, Hillside Cemetery, Redlands Municipal Airport and groves;

Pursue and administer non-public safety grants for the City;

Develop and implement a comprehensive environmental “green” policy for the City;

Develop and administer complex budgets; identify costs and recommend purchases of supplies, equipment, and services; coordinate requests for proposals and negotiate and administer contracts with vendors and service providers in support of Quality of Life services;

Prepare complex regulatory documents;

Prepare and present clear and concise reports, both oral and written;

Cultivate and coordinate strategic partnerships with industry, schools and other organizations.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of public administration, management and organization;

Techniques of financial, management, and administrative analysis, including budgeting administration;
Knowledge of: (continued)

Principles and practices of supervision, training and performance evaluation;

Leadership techniques to motivate, inspire, and develop the Quality of Life staff;

Applicable City, County and State laws, codes and ordinances;

Safe driving principles and practices.

Skill to:

Operate a motor vehicle safely.

Operate modern office equipment including computer equipment.

Ability to:

Implement innovative community-based programs; analyze and develop community participation and recommendations;

Review work plans and time estimates for day-to-day operations and projects of the department and for community-based programs;

Oversee the development and recommendation of a comprehensive environmental “green” policy for the City;

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

**Experience:**

Seven years of increasingly responsible experience in managing code enforcement and graffiti abatement, public works operations, grants, or other activities related to the Quality of Life department as described, including at least three years in a supervisory or administrative capacity;

Experience in project management, budget management and grant administration in a multi-disciplinary environment.

**Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, industrial relations, finance, public policy or a closely related field; a Master’s degree is preferred.

**License or Certificate:**

Possession of, or ability to obtain within one year, a Manager of Landfill Operation (MOLO) from the Solid Waste Association of North America (SWANA);

Possession of a valid driver’s license.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to work in a standard office environment; ability to travel to different sites and locations.

**Effective Date:** November 2007