CLASS TITLE: DOWNTOWN SERVICE CONTRACTS AND OPERATIONS COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under administrative direction is responsible for supervisory, administrative, and planning work in managing a diverse group of operational functions including maintenance, repair, or construction activities supporting Tulsa’s Downtown; managing and administering service contracts; and performing other related required duties.

ESSENTIAL TASKS:

- Coordinates the planning of downtown services and supervises the work of contractor crews performing construction, maintenance, and repair tasks on City streets, rights-of-way, and other City owned facilities
- Manages and administers contracts
- Coordinates the development of the downtown services budget
- Supervises the development of a method to evaluate downtown services
- Coordinates the development of and updates long-range plans
- Coordinates the development of and analyzes acceptable activity service levels
- Coordinates the development of policies and procedures regarding seasonal projects
- Assists in the resolution of issues related to downtown contracts and operations
- Develops and implements seasonal work projects based on annual operating plans and monitors progress of field crews performing these tasks
- Assists in the development of snow/ice and emergency response programs for Tulsa’s downtown area
- Promotes and monitors safe work practices and safety programs
- Develops service contract specifications and associated material and supply purchases
- Coordinates project management activities with other utility operations
- Reviews accident reports and investigates when appropriate
- Provides information to the public regarding downtown projects
- Assists in the management of special projects involving multiple jurisdictions
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in civil engineering, construction management or public administration and four (4) years of progressively responsible experience in street maintenance and construction work; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of the methods, materials, practices, and techniques involved in the construction, maintenance, and repair of streets, curbs, sidewalks, gutters, and driveways; considerable knowledge of the methods of the operation and general maintenance of a variety of heavy construction equipment, machinery, and vehicles; good knowledge of engineering plans and specifications; good knowledge of supervisory practices and techniques; good knowledge of work hazards and effective safety practices; good knowledge of City Budget practices and procedures; good knowledge of City bidding and contract administration policies and procedures; good knowledge of the physical characteristics of the City; some knowledge of computer applications; and some knowledge of record keeping and report writing. Ability to plan and organize effectively; ability to compile data and prepare written reports and recommendations; ability to identify and resolve operational problems; ability to make effective media presentations; ability to effectively operate in a highly visible environment; ability to manage and motivate people; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; occasional pushing and pulling up to 10 pounds; may be subject to walking, standing, sitting, reaching, balancing,
bending, kneeling, handling, feeling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

**Licenses and Certificates:** Possession of a valid Oklahoma Class "D" Operator's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and occasionally outdoors and in inclement weather or hazardous conditions during natural disasters; and must be able to drive in adverse weather conditions.

Class Code: 2002  
EEO Code: N-01  
Pay Code: EX-40  

**Group:** Clerical and Administrative  
**Series:** General Administrative  

**Effective Date:** July 9, 2018