

Section Head / Superintendent (Manager of Others)

Performance Expectations

SHIFT IN WORK VALUES

1. From results through personal effort to results through other individuals
2. From personal productivity to team productivity
3. From working as a team member to building and leading an effective team

Results

Full Performance

BUSINESS RESULTS

Project/service delivery

- Plan, schedule, and effectively deliver projects and services to quality standards on budget and on time

Customer service/satisfaction

- Customer service meets or exceeds standards in the Business and Functional Operational Plans and is responsive to emergent situations

MANAGEMENT

Functional Operational Plan
Implementation

- Deliver the Functional Operational Plan through effective staff and resource management
- Implement and maintain an effective safety program
- Assess, address, or escalate conditions that may endanger public safety

LEADERSHIP

Work aligned with Vision and purpose

- Team members understand and support Enterprise Strategy, Vision and purpose

RELATIONSHIPS

Upward:

Division Head/Assistant Division Head

- Aligned with and responsive to the chain of command

Inward:

Peers

Direct reports

- Build and maintain effective working relationships at all levels

Outward:

Board Deputies

Communities

Public Agencies (including regulatory)

- Effective working relationship with Board Deputies, including Field Deputies
- Responsive to community needs and concerns
- Effective coordination of construction and maintenance activities with other agencies, private organizations, and the public; relationships enable favorable treatment and early warning

INNOVATION

Work climate promotes
innovation/improvement

- Explore, recommend, and implement innovative solutions aligned with the Functional Operational Plan