

Public Services Department

1. Director of Public Services

- **Job Description:**
 - Oversee and manage all activities within the Public Services Department.
 - Develop and implement strategic plans and policies to enhance public services and community well-being.
 - Manage departmental budgets, ensuring financial efficiency and adherence to allocated resources.
 - Ensure compliance with municipal regulations, standards, and safety guidelines.
 - Collaborate with other municipal departments, external partners, and community organizations to improve service delivery.
 - Represent the department in public meetings, forums, and with the media to address community concerns and promote public initiatives.
 - Lead initiatives to innovate and improve public service delivery using new technologies and methodologies.
- **Job Specifications:**
 - **Responsibilities:**
 - Develop and implement long-term strategic goals for the department, aligning with the municipality's vision and objectives.
 - Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures, making adjustments as necessary.
 - Oversee and manage departmental budgets, including forecasting, resource allocation, and financial reporting.
 - Ensure all departmental operations comply with local, state, and federal regulations.
 - Build and maintain strong relationships with key stakeholders, including government officials, community leaders, and private sector partners.
 - Lead, motivate, and develop a high-performing team of managers and staff, fostering a culture of excellence and continuous improvement.
 - Prepare and present detailed reports on departmental performance, challenges, and opportunities to senior management and elected officials.
 - Innovate and implement new technologies and processes to improve the quality and efficiency of public services.
 - **Requirements:**
 - **Education:** Master's degree in Public Administration, Business Administration, or a related field.
 - **Experience:** 10+ years in public services, with at least 5 years in a senior leadership role.
 - **Skills:**
 - **Leadership:** Proven ability to lead and manage large teams and complex projects.
 - **Strategic Planning:** Experience in developing and executing long-term strategic plans.
 - **Budget Management:** Strong financial acumen and experience managing large budgets.

- **Communication:** Excellent verbal and written communication skills, with the ability to present complex information clearly and effectively.
 - **Problem-Solving:** Strong analytical and problem-solving skills, with the ability to think strategically and implement innovative solutions.
 - **Stakeholder Management:** Ability to build and maintain strong relationships with a wide range of stakeholders.
- **Certifications:** PMP (Project Management Professional) or equivalent is preferred.
- **Benefits:**
 - Salary: QAR 35,000 per month
 - Comprehensive health insurance
 - Retirement plans
 - Paid time off (30 days per year)
 - Professional development opportunities, including funding for relevant certifications and courses
 - Access to municipal facilities and services

2. Assistant Director of Public Services

- **Job Description:**
 - Assist the Director in managing department operations and executing strategic plans.
 - Develop and implement policies and procedures to improve departmental efficiency and service delivery.
 - Oversee staff performance, ensuring high-quality public service delivery.
 - Manage departmental projects and initiatives, ensuring they are completed on time and within budget.
- **Job Specifications:**
 - **Responsibilities:**
 - Assist in the development and implementation of strategic goals and objectives for the department.
 - Support the Director in budget management, including monitoring expenditures and preparing financial reports.
 - Coordinate activities among various units within the department to ensure seamless service delivery.
 - Supervise, mentor, and develop junior staff, fostering a positive and productive work environment.
 - Ensure departmental operations comply with all relevant laws, regulations, and standards.
 - Handle public inquiries, complaints, and feedback, ensuring timely and effective resolution.
 - Manage departmental projects, including planning, execution, monitoring, and reporting.
 - Identify opportunities for process improvement and implement best practices to enhance operational efficiency.
 - **Requirements:**
 - **Education:** Bachelor's degree in Public Administration, Business Administration, or a related field.

- **Experience:** 8+ years in public services, with at least 3 years in a management role.
- **Skills:**
 - **Leadership:** Strong leadership and team management skills.
 - **Policy Development:** Experience in developing and implementing policies and procedures.
 - **Staff Management:** Proven ability to manage and develop staff.
 - **Communication:** Excellent verbal and written communication skills.
 - **Problem-Solving:** Strong analytical and problem-solving abilities.
 - **Project Management:** Experience managing projects from inception to completion.
- **Certifications:** Relevant certifications in public administration or management are a plus.
- **Benefits:**
 - Salary: QAR 30,000 per month
 - Comprehensive health insurance
 - Retirement plans
 - Paid time off (25 days per year)
 - Training and development programs

3. Public Services Manager

- **Job Description:**
 - Manage the daily operations of the Public Services Department.
 - Ensure efficient service delivery and coordination between various units.
 - Implement departmental policies and procedures to enhance operational efficiency.
- **Job Specifications:**
 - **Responsibilities:**
 - Oversee the execution of public services programs and initiatives.
 - Monitor staff performance and provide training and development opportunities.
 - Develop and manage departmental budgets, ensuring efficient allocation of resources.
 - Liaise with other departments to ensure integrated and effective service delivery.
 - Address public complaints and inquiries, ensuring high levels of customer satisfaction.
 - Prepare and present regular reports on departmental performance and outcomes.
 - Identify areas for improvement and implement changes to enhance service delivery.
 - Ensure compliance with health and safety regulations and departmental policies.
 - **Requirements:**
 - **Education:** Bachelor's degree in Management, Public Administration, or a related field.

- **Experience:** 5+ years in public services or a related field.
- **Skills:**
 - **Operations Management:** Strong ability to manage daily operations and logistics.
 - **Coordination:** Excellent coordination and organizational skills.
 - **Problem-Solving:** Strong analytical and problem-solving abilities.
 - **Communication:** Effective verbal and written communication skills.
 - **Budget Management:** Experience in managing budgets and financial resources.
- **Certifications:** Management certifications are beneficial.
- **Benefits:**
 - Salary: QAR 25,000 per month
 - Comprehensive health insurance
 - Retirement plans
 - Paid time off (20 days per year)
 - Professional development opportunities

4. Public Services Coordinator

- **Job Description:**
 - Coordinate public services activities, scheduling work and liaising with other departments to ensure smooth operations.
 - Provide administrative support and maintain records of public services provided.
- **Job Specifications:**
 - **Responsibilities:**
 - Organize and schedule public services tasks and activities.
 - Maintain accurate records and documentation of services provided.
 - Communicate with other departments to coordinate activities and ensure seamless service delivery.
 - Handle administrative duties, including preparing reports and correspondence.
 - Assist in the development and implementation of departmental policies and procedures.
 - Provide support to staff and respond to public inquiries and requests.
 - Monitor and evaluate the effectiveness of public services and suggest improvements.
 - Assist in budget preparation and monitoring of expenditures.
 - **Requirements:**
 - **Education:** Bachelor's degree in Business Administration or related field.
 - **Experience:** 3+ years in administrative or coordination roles.
 - **Skills:**
 - **Coordination:** Strong organizational and coordination skills.
 - **Communication:** Excellent verbal and written communication skills.
 - **Time Management:** Ability to manage multiple tasks and meet deadlines.

- **Administrative Skills:** Proficiency in office administration and record-keeping.
 - **Problem-Solving:** Strong analytical and problem-solving abilities.
 - **Certifications:** None required, but administrative certifications are a plus.
- **Benefits:**
 - Salary: QAR 18,000 per month
 - Comprehensive health insurance
 - Retirement plans
 - Paid time off (15 days per year)
 - Training opportunities

5. Customer Service Representative

- **Job Description:**
 - Provide customer support, handling inquiries and complaints, and ensuring customer satisfaction.
 - Serve as a point of contact for the public regarding public services.
- **Job Specifications:**
 - **Responsibilities:**
 - Answer customer inquiries via phone, email, or in person.
 - Resolve complaints and issues in a timely and professional manner.
 - Maintain customer service records and logs.
 - Provide information about public services and assist customers with their requests.
 - Collaborate with other departments to ensure customer inquiries are addressed.
 - Handle customer feedback and suggest improvements to enhance service quality.
 - Assist in the development and implementation of customer service policies and procedures.
 - Participate in training programs to stay updated on public services and customer service best practices.
 - **Requirements:**
 - **Education:** High school diploma or equivalent.
 - **Experience:** 2+ years in customer service or related roles.
 - **Skills:**
 - **Communication:** Strong verbal and written communication skills.
 - **Customer Focus:** Excellent customer service and interpersonal skills.
 - **Problem-Solving:** Ability to resolve issues effectively and efficiently.
 - **Organizational Skills:** Strong organizational and multitasking abilities.
 - **Technical Skills:** Proficiency in using customer service software and office applications.
 - **Certifications:** None required.
 - **Benefits:**

- Salary: QAR 8,000 per month
- Comprehensive health insurance
- Paid time off (10 days per year)
- Opportunities for career advancement

6. Field Service Supervisor

- **Job Description:**
 - Supervise field operations, ensuring compliance with safety regulations and managing field staff.
 - Oversee the maintenance and repair of public service infrastructure and equipment.
- **Job Specifications:**
 - **Responsibilities:**
 - Oversee field service activities, ensuring timely and efficient execution of tasks.
 - Ensure all field operations comply with safety regulations and municipal standards.
 - Conduct regular field inspections and assessments to monitor the condition of public infrastructure.
 - Manage and supervise field staff, providing training and guidance as needed.
 - Develop and implement field service policies and procedures.
 - Prepare and maintain detailed records of field operations, including maintenance logs and safety reports.
 - Coordinate with other departments to address issues related to public services.
 - Respond to emergencies and resolve field service-related issues promptly.
 - **Requirements:**
 - **Education:** Bachelor's degree in a relevant field (e.g., Civil Engineering, Environmental Science).
 - **Experience:** 4+ years in field operations or a related field.
 - **Skills:**
 - **Supervision:** Strong leadership and supervisory skills.
 - **Safety Management:** Knowledge of safety regulations and best practices.
 - **Technical Skills:** Proficiency in field service operations and equipment maintenance.
 - **Problem-Solving:** Ability to address and resolve field service issues effectively.
 - **Communication:** Strong verbal and written communication skills.
 - **Organizational Skills:** Excellent organizational and record-keeping abilities.
 - **Certifications:** Safety certification preferred.
 - **Benefits:**
 - Salary: QAR 18,000 per month
 - Comprehensive health insurance
 - Retirement plans

- Paid time off (18 days per year)
- Training programs

7. Public Services Technician

- **Job Description:**
 - Perform technical tasks related to public services, maintain equipment, and ensure operational efficiency.
 - Assist in the installation, maintenance, and repair of public service infrastructure.
- **Job Specifications:**
 - **Responsibilities:**
 - Conduct routine maintenance and repairs of public service equipment and infrastructure.
 - Assist in the installation of new equipment and infrastructure.
 - Troubleshoot and resolve technical issues related to public services.
 - Maintain detailed logs and records of maintenance activities and repairs.
 - Ensure compliance with safety regulations and operational standards.
 - Collaborate with other team members to ensure efficient service delivery.
 - Participate in training programs to stay updated on new technologies and best practices.
 - Respond to emergency repair requests and perform necessary repairs promptly.
 - **Requirements:**
 - **Education:** Technical diploma or equivalent in a relevant field (e.g., Electrical, Mechanical).
 - **Experience:** 3+ years in a technical role related to public services or maintenance.
 - **Skills:**
 - **Technical Proficiency:** Strong technical skills in equipment maintenance and repair.
 - **Problem-Solving:** Ability to troubleshoot and resolve technical issues effectively.
 - **Attention to Detail:** Meticulous in maintaining logs and records.
 - **Safety Awareness:** Knowledge of safety regulations and practices.
 - **Teamwork:** Ability to work collaboratively with other team members.
 - **Certifications:** Technical certifications are a plus.
 - **Benefits:**
 - Salary: QAR 12,000 per month
 - Comprehensive health insurance
 - Paid time off (12 days per year)
 - Professional development opportunities