



Career Service Authority

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Automotive Service Center Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over service technicians and other staff members who conduct maintenance, servicing, and repair of automotive equipment and/or specialized emergency equipment.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over service technicians and other staff members. This class is distinguished from the Automotive Service Technician that services and performs routine maintenance on automotive equipment.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts are of a remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a major program and/or function of the organization.

Level of Supervision Exercised:

Supervises two or more employees.

ESSENTIAL DUTIES

Supervises staff members involved in the repair, maintenance, and services of vehicles and equipment, supports a department's mission and goals, and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Compiles, writes, and implements standard preventive maintenance procedures.

Maintains departmental records, reports, and files and adequate inventory parts and materials.

Reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage. Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback, formally evaluates the work of the employee, and provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty - Displays a high standard of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Oral Communication - Expresses ideas and facts to individuals or groups effectively, makes clear and convincing oral presentations, listens to others, and facilitates an open exchange of ideas.

Problem-Solving - Identifies and analyzes problems using sound reasoning to draw conclusions and finds alternative solutions to complex problems by distinguishing between relevant and irrelevant information to make logical judgments.

Written Communication - Expresses facts and ideas in writing in a succinct and organized manner.

Reading - Understands and interprets written materials including technical information, rules, regulations, instructions, reports, charts, graphs, and/or tables and applies what is learned from written materials to specific situations.

Leadership - Inspires, motivates, and guides others toward goals, coaches, mentors, and challenges staff, adapts leadership styles to various situations, and models high standards of honesty, integrity, trust, openness, and respect for individuals by applying these values daily.

Flexibility - Is open to change and new information, adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles, and effectively deals with pressure and ambiguity.

Supervising a Diverse Workforce - Implements diversity policies for subordinate staff, supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among diverse persons.

Interpersonal Skills - Considers and responds appropriately to the needs, feelings, and capabilities of others, and adjusts approaches to suit different people and situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Self Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Knowledge of supervisory principles and practices sufficient to be able to perform the elements of supervision.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Standing: remaining on one's feet in an upright position.

Sitting: remaining in the normal seated position.

Lifting; raising or lowering an object from one level to another.

Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Eye/hand/foot coordination: performing work through using two or more.
Lifting: raising or lowering an object more than 50 pounds.
Near Acuity: ability to see clearly at 20 inches or less.
Color Vision: ability to distinguish and identify different colors.

Working Environment:

Exposed to toxic chemicals.
Subject to hazards of flammable, explosive gases.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of automotive servicing experience conducting the servicing and minor repair work on automotive equipment.

Licensure and/or Certification:

Possession of a valid driver's license at the time of application.

Completion of Career Service Authority supervisory training courses prior to completion of probation.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/12/2009

REVISED BY: Patricia Anderson

CLASS HISTORY 7/2009 - This class was revised and updated and placed in the new class specification format.