



## Career Service Authority

# Facilities Superintendent

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### GENERAL STATEMENT OF CLASS DUTIES

Performs second level supervisory work over skilled trade supervisors and employees involved in maintenance, repair, or construction of City facilities, provides leadership, direction, and long range/short term planning, and directs operational policy development and performance criteria in conjunction with departmental plans and goals.

### DISTINGUISHING CHARACTERISTICS

This class performs second level supervisory duties. This class is distinguished from the Operations Supervisor class that supervises non-supervisory and/or working supervisory employees involved in the operation, construction, maintenance and/or repair of City facilities, infrastructure, parks, and urban forests or in the collection and disposal of solid waste. The Facilities Superintendent class is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. Additionally, the Facilities Superintendent is distinguished from the Field Superintendent that performs second level supervisory responsibilities over skilled trade supervisors, crew supervisors, and employees involved in City field operations such as the collection of solid waste and the maintenance of City parks and urban forests.

#### ***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 managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

***Interpersonal Communications and Purpose:***

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

***Level of Supervision Exercised:***

Supervises two or more trade supervisors.

**ESSENTIAL DUTIES**

Directs and supervises trade supervisors and skilled trade employees involved in the alteration, installation, maintenance, and repair of buildings, grounds, facilities, amenities, and equipment and establishes unit and staff work goals and performance standards in conjunction with departmental goals and objectives.

Plans, assigns, and evaluates the work of supervisors and staff members, provides technical expertise to staff, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Develops and implements operational policies, long range, and short term planning initiatives in accordance with departmental plans and objectives and ensures policies and plans are regularly evaluated and updated.

Develops and manages the budget for the work function(s) and allocates funds within the budget to accomplish objectives.

Coordinates projects with other city agencies, departments, and customers and handles sensitive public relations problems.

Implements safety and security standards and develops procedures to ensure compliance.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, inspects and approves contract work in progress and upon completion to ensure compliance with approved plans and specifications.

Performs other related duties as assigned.

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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.

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## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Leadership** - Initiates and sustains action to accomplish the goals of an assigned area(s) by guiding and motivating others and gaining the confidence and active support of subordinates, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups. Achieves voluntary commitment to shared values and goals and adapts leadership style to different situations.

**Human Resource Management** - Works with human resource staff to implement human resource policies to ensure accomplishment of organizational goals through effective recruitment, selection, training, performance appraisal, recognition, and corrective/disciplinary action, maintains effective employee relations, and complies with government/citywide regulations and policies.

**Managing Diverse Workforce** - Implements diversity policies for an assigned area(s), supports opportunities to recruit, develop, and retain a diverse workforce, and promotes teamwork, acceptance, and productivity among persons exhibiting cultural, ethnic, gender, and other individual differences.

**Planning and Evaluating** - Establishes objectives and strategies, identifies required resources, and develops plans for carrying out the work in a timely manner. Monitors and evaluates progress to ensure that policies are being implemented and adjusted as necessary to accomplish the organization's mission.

**Oral Communication** - Clearly communicates and explains organizational policies and work assignments to staff and communicates information about the assigned areas' activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

**Written Communication** - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate assigned area(s).

**Interpersonal Skills** - Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's mission. Adapts approach to different people and situations.

**Conflict Management** - Minimizes confrontations, disagreements, complaints, and grievances and resolves them in a constructive manner. Works with staff, higher-level managers, peers,

administrative staff from other organizations, internal and external customers, and local stakeholder groups to generate areas of agreement and joint action.

**Financial Management** - Recommends, administers, allocates, negotiates, and monitors revenue and/or expenditures to ensure cost-effective management of an assigned area(s).

**Decisiveness** - Commits to action, even in uncertain situations, by making sound and timely decisions necessary to carry out programs, ideas, systems, or policies that affect an assigned area(s). Legal, public, and financial consequences are generally limited to the assigned area(s).

**Problem Solving** - Identifies and analyzes problems, uses sound reasoning to arrive at conclusions, finds alternative solutions to complex problems, and distinguishes between relevant and irrelevant information to make logical judgments.

**Flexibility** - Is open to new ideas, adapts to changing work situations and priorities by modifying existing plans and work methods that affect the assigned area(s), internal and external customers, and local stakeholder groups, and remains calm under pressure.

**Self-Direction** - Sets goals, takes initiative in implementing ideas, systems, or policies that affect an assigned area(s), manages time efficiently, encourages feedback, and invests in self-development.

**Team Building** - Encourages and facilitates cooperation and open communication, promotes team work at all levels, cooperates with staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups to accomplish the department's goals.

**Internal Controls/Integrity** - Follows guidelines to implement and maintain accounting and administrative controls for an assigned area(s) within an agency/department. Exhibits personal integrity, promotes ethical conduct by employees, and abides by the City's Code of Ethics.

**Technical Competence** - Is knowledgeable about the subject matter, procedures, requirements, regulations, and policies related to the area of responsibility. Provides expert advice to staff, higher-level managers, peers, administrative staff from other organizations, internal and external customers, and local stakeholder groups.

**Information Management** – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

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

Sitting: remaining in the normal seated position.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Crouching: bending body downward and forward by bending legs.

Lifting: Raising and lowering objects up to 10 pounds.

Near Acuity: ability to see clearly at 20 inches or less.  
Far Acuity: ability to see clearly at 20 feet or more.  
Depth perception: ability to judge distances and space relationships.  
Field of vision: ability to see peripherally.  
Accommodation: ability to adjust vision to bring objects into focus.  
Color Vision: ability to distinguish and identify different colors.

***Working Environment:***

Pressure due to multiple calls and inquiries.  
Subject to many interruptions.  
Subject to long, irregular hours.  
Handles emergency or crisis situations.

***Education Requirement:***

Graduation from high school or possession of a GED Certificate plus eighteen semester hours of directly related management course work from an accredited college or university which must have included management, personnel, performance evaluation, and business communication and report writing.

***Experience Requirement:***

Three years of supervisory skilled trades experience in the maintenance, repair and construction of buildings and facilities.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for one year of the minimum experience requirement.

***Licensure and/or Certification:***

By position, possession of a valid driver's license at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Exempt  
***ESTABLISHED DATE:*** 05/01/1999  
***REVISED DATE:*** 07/12/2009  
***REVISED BY:*** Patricia Anderson

***CLASS HISTORY***

7/2009 - This class specification has been revised and updated and placed in the new class specification format.