



Career Service Authority

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Facility and Grounds Maintenance Crew Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over a maintenance crew and performs a variety of facilities and grounds maintenance work.

DISTINGUISHING CHARACTERISTICS

A Facility and Grounds Maintenance Crew Supervisor is a working supervisor. This class is distinguished from the Operations Supervisor that performs supervisory duties over non-supervisory and/or working supervisory employees involved in the operation, construction, maintenance, and/or repair of City facilities, infrastructure, parks, and urban forest or in the collection and disposal of solid waste. The Crew Supervisor is distinguished from a Senior Utility Worker that performs unskilled and/or semi-skilled work assisting in maintaining public grounds, buildings, and facilities and providing assistance with traffic control, construction and repair activities, and maintaining city streets and roadways.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Supervises two or more employees working on a crew.

ESSENTIAL DUTIES

Supervises a maintenance crew and participates in sodding, fertilizing, and mowing turf, removes snow and ice from sidewalks, steps, and ramps, and picks up litter.

Maintains equipment utilized for the maintenance, clean up, and snow removal of facility grounds.

Submits cost estimates and requisitions for equipment and materials.

Moves, removes, and relocates furniture, furnishings, and equipment as required.

Implements safety standards, ensures compliance, and prepares work records and reports.

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.

Participates in conducting hiring interviews and selecting 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.

Assists in developing the performance evaluation program for functions managed within the unit, monitors and documents employee performance, provides ongoing feedback regarding levels of performance, and formally evaluates employees in relation to performance.

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

Receives formal and informal grievances and conducts preliminary discussions for settlement when necessary.

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.

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.

Diversity - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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.

Walking: moving about on foot.

Carrying: transporting an object, usually by hand, arm, or shoulder.

Stooping: bending the body by bending spine at the waist.

Handling: seizing, holding, grasping, or otherwise working with hands.

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

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.
Far acuity: ability to see clearly at 20 feet or more.
Near acuity: ability to see clearly at 20 inches or less.
Depth Perception: ability to judge distance and space relationships.

Working Environment:

Extreme Cold: temperature cold enough to cause marked bodily discomfort.
Extreme Heat: temperature hot enough to cause marked bodily discomfort
Temperature Changes: variations in temperature from hot to cold.
Wet: frequent contact with water or other liquid.
Humid: conditions with high moisture content to cause bodily reactions.
Noise: sufficient noise to cause distraction or possible hearing loss.
Exposed to hazards from electro/mechanical/power equipment.
Subject to burns and cuts.
Subject to hazards of flammable, explosive gases.
Subject to injury from moving parts of equipment.

Education Requirement:

Graduation from high school or the possession of a GED Certificate.

Experience Requirement:

Two years of experience as a member of a crew performing a wide variety of facility and grounds maintenance.

Licensure and/or Certification:

Completion of a Career Service Authority supervisory training courses prior to completion of the probationary period.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 07/12/2009

REVISED BY: Patricia Anderson

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