



Career Service Authority

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Heating, Ventilating, and Air Conditioning (HVAC) Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over HVAC Mechanics engaged in the operation, maintenance, construction, and repair of heating and ventilating, and air conditioning and refrigeration (HVAC) systems.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the Operational Supervisor I class, which is a second level supervisory class, and is distinguished from the HVAC Mechanic, which does not have full supervisory responsibility and only performs lead work.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally in the form of stated objectives only with issues and factors largely undefined requiring the employee to exercise creativity and ingenuity in devising criteria, techniques, strategy, and methodologies for approaching assigned functions or projects.

Duties performed involve concepts, theories, and concrete factors to be evaluated and weighed requiring a high degree of analytical ability, independent judgment, and decision-making.

Work assignment is generally unstructured and employee is responsible for organizing complex, varied, and simultaneous coordination 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 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 HVAC Mechanics and staff that do not supervise.

ESSENTIAL DUTIES

Supervises HVAC Mechanics involved in the operation, maintenance, construction and repair of heating and ventilating, and air conditioning and refrigeration (HVAC) systems.

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 departmental plans and 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.

Makes recommendations, accepts, rejects, or modifies contracted work contracts.

Responsible for the energy management systems that overlay HVAC equipment controls.

Implements safety standards and develops procedures to ensure compliance.

Implements and interprets policies and procedures developed by higher level managers and/or supervisors.

Maintains HVAC systems records for all maintenance, repairs, and/or installation work completed.

Coordinates projects with other trades areas.

Develops, recommends, and establishes equipment maintenance schedules.

By position, supervises snow removal crews.

Performs other related duties as assigned or requested.

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:

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

Human Resources Management - Empowers and mentors staff by sharing power and authority; develops lower levels of leadership; shares rewards with staff; ensures staff are appraised, developed, and are otherwise treated fairly.

Managing a Diverse Workforce - Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce. Implements diversity policies for subordinate staff; supports opportunities to recruit, develop and retain a diverse workforce; promotes teamwork, acceptance and productivity among diverse persons.

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 - 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.

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

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

Conflict Management - Manages and resolves conflicts, confrontations, and disagreements in a positive and constructive manner to minimize negative personal impact

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

Decisiveness - Makes sound and well-informed decisions; perceives the impact and implications of decisions. 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.

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

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

Self Direction - Demonstrates belief in own abilities and ideas; is self-motivated and results-oriented; recognizes own strengths and weaknesses; seeks feedback from others and opportunities for self-learning and development.

Team Building - Manages group processes; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Internal Controls/Integrity - Assures that effective internal controls are developed and maintained to ensure the integrity of the organization.

Technical Competence - Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting); maintains credibility with others on technical matters.

Client Orientation - Anticipates and meets the needs of clients; achieves quality end-products; is committed to improving services.

Physical: (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.

Sitting: remaining in the normal seated position.

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

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

Pushing: exerting force upon an object so that the object is moving away from the person.

Pulling: exerting force upon an object so that the object is moving toward the person.

Balancing: maintaining body equilibrium to prevent falling over.

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

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

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 the use of 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.

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.

Lifting: raising or lowering an object up to 50 pounds.

Working Environment:

Exposure to extreme temperature changes.

Exposure to noise sufficient enough to cause distraction or possible hearing loss.

Exposure to hazardous conditions where there is danger to life, body, and/or health.

Exposure to a variety of electro-mechanical hazards.

Exposure to hazards from electro/mechanical/power equipment.

Subject to burns and cuts.

Subject to injury from moving parts of equipment.

Subject to varying and unpredictable situations.

Education Requirement:

Graduation from high school or possession of a GED Certificate.

Experience Requirement:

Three years of journey level HVAC experience which must have included experience with computer control systems.

Education/Experience Equivalency:

None

Licensure and/or Certification:

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

Possession of a valid driver's license at the time of application; and possession of a valid Colorado Class "R" Driver's License prior to the end of the probationary period.

Possession of a valid Heating and Ventilating Certificate and an Air Conditioning and Refrigeration Certificate issued by the City and County of Denver at the time of application.

By position, requires certifications in stationary engineering, steam-fitting, and/or steam and hot water.

By position, requires possession of a Class "A" Supervisor Certificate in one of the HVAC trade specialties to obtain permits for the agency or department.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Unknown

REVISED DATE: 01/30/2011
07/12/2009
08/01/1998

REVISED BY: Tony Gautier (1/2011)
John Hoffman (7/2009)
Ted Pacheco (8/1998)

CLASS HISTORY 1/2011-The requirement of a Class "A" Supervisor Certificate in one of the HVAC trade specialties to obtain permits for the agency or department was changed to "by position."

7/2009 - This class was revised, updated, and placed into the new class specification format.