



Career Service Authority

Multiple Trades Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

Supervises multiple skilled trades workers in the operation, maintenance, and repair of City facilities and equipment.

DISTINGUISHING CHARACTERISTICS

This class is distinguished from the trades level classifications such as: Carpenter, Plumber, Electrician, Painter, HVAC Mechanic, etc, in that this class supervises the above mentioned subordinate classes and has multiple trades' licenses. This class is distinguished from the Manager I and Manager II level classifications in that it is a first-line supervisor classification.

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

Level of Supervision Exercised:

Supervises two or more employees who do not supervise.

ESSENTIAL DUTIES

Plans, schedules, and coordinates work assignments; establishes goals and priorities for subordinate employees.

Reviews work upon completion for adherence to guidelines and standards.

Resolves problems encountered by employees during the course of the assignment.

Implements safety standards and develops procedures to ensure compliance.

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

Assists in developing, recommending, coordinating, and implementing new policies and procedures.

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

Develops and implements staff training and development plans to provide cross training of employees, specific job related training, and other approaches to provide opportunities for staff flexibility and development.

Initiates and recommends disciplinary action for employees as necessary.

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

Delegates responsibility and authority to subordinate staff.

Assists in the development of the departmental budget(s); and, allocates resources within the supervised function area in accordance with work requirements and budget constraints.

Reviews contracted work for adherence; accepts, rejects, and/or modifies work and makes recommendations.

Coordinates projects that involve multiple trades areas.

Maintains work repair records/logs in order to track productivity and repair history.

Develops, recommends, and implements a maintenance schedule for all equipment.

Performs repair and maintenance work under the licenses held as needed by the department and may respond to emergency calls after hours or on weekends.

Some positions administer a snow removal program.

Performs other related duties as assigned or requested.

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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:

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

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

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.

Writing – Expresses facts and ideas in writing in a succinct and organized manner.

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

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Leadership – Inspires, motives, guides others toward goals; coaches, mentors, 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.

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

Supervising 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.

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.

Interpersonal Skills – Considers and responds appropriately to the needs, feelings and capabilities of others; 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.

Team Building – 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 in achieving goals, generates alternatives, considers risks and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Communicating with Persons Outside Organization – Communicating with people outside the organization; representing the organization to customers, the public, government, and other external sources. This information can be exchanged in-person, in writing, by telephone, or e-mail.

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

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

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of conflict resolution techniques sufficient to be able to arbitrate and/or resolve conflicts as they arise.

Knowledge of budgeting principles and practices sufficient to be able to assume budgetary responsibilities as required.

Knowledge of equipment and machinery for several maintenance and trades areas sufficient to be able to implement an equipment maintenance program.

Knowledge of management techniques sufficient to be able to administer a system or program for the department.

Knowledge of supervisory principles and practices sufficient to be able to develop and employee performance enhancement plan and determine priorities.

Knowledge of supervisory principles and practices sufficient to be able to determine the most appropriate course of action in responding to grievances and in problem resolution and/or developing alternatives.

Skill in reviewing work for accuracy and completeness.

Skill in analyzing and resolving problems related to the work assignment.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting the objectives of the unit or project.

Skill in coordinating and directing activities related to the work assignment.

Skill in applying existing guidelines or creating new approaches to the development and modification of work plans, methods and procedures for the work unit or function.

Skill in prioritizing and scheduling work to allow for its efficient and effective completion.

Physical Demands:

Standing: remaining on one's feet in an upright position.
Walking: moving about on foot.
Sitting: remaining in the normal seated position.
Carrying: transporting an object; usually by hand, arm, or shoulder.
Climbing: ascending or descending objects usually with hands/feet.
Balancing: maintaining body equilibrium to prevent falling over.
Stooping: bending body by bending spine at the waist.
Crouching: bending body downward and forward by bending legs.
Handling: seizing, holding, grasping, or otherwise working with hands.
Reaching: extending the hand(s) and arm(s) in any direction.
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 the use of two or more.
Lifting: raising or lowering an object from one level to another.
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.
Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.
Hazards: conditions where there is danger to life, body and/or health.

Working Environment:

Pressure due to multiple calls and inquires.
Subject to long irregular hours.
Subject to may interruptions.
Subject to varying and unpredictable situations.
Possible exposure to hazards from electro/mechanical/power equipment.

Education Requirement:

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

Experience Requirement:

Three years of experience as a journey-level skilled craft worker, or three years of experience in facility maintenance operations with customer service experience.

Education/Experience Equivalency:

Additional appropriate education and/or experience may be substituted for the minimum education and/or experience requirement.

Licensure and/or Certification:

Possession of a valid journey certificate of qualification as required in trades specialty issued by the City and County of Denver; or, possession of a valid journey license issued by the State of Colorado as required in trade specialty; or, a valid Master's License issued by the State of Colorado or proper certificate issued by the City & County of Denver which incorporates permit pulling capability; or, a professional designation in facility management from IFMA, BOMA, IREM, or IRDC at the time of application.

Completion of a Career Service Authority supervisory training course is required prior to completion of the probationary period.

Some positions require possession of a valid Colorado Class "R" Driver's License at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

REVISED DATE: 10/16/2006

REVISED BY: Bruce Backer

CLASS HISTORY The above class was revised and updated in modern format. 10/16 Revised licensure requirements to add Master's license and added job duty to enable to class to perform trades work.