



Career Service Authority

Operations Supervisor

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GENERAL STATEMENT OF CLASS DUTIES

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 forests or in the collection and disposal of solid waste.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory work over supervisory and non-supervisory employees. This class is distinguished from the Facilities Superintendent that 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. The Operations Supervisor 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. Additionally, the Operations Supervisor is distinguished from the Crew Supervisor that supervises a crew involved in the repair and maintenance of city streets, sewers, golf courses, parks, airport facilities, traffic devices, and other city facilities/infrastructure.

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 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 working supervisory employees and/or non-supervisory employees.

ESSENTIAL DUTIES

Supervises working supervisors and other staff members 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 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.

Implements safety standards and develops procedures to ensure compliance.

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.

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.

By position, evaluates new equipment, materials, and techniques used in the operation, construction, maintenance, and repair of city facilities, infrastructure, and equipment.

By position, monitors contracts to ensure compliance with contract requirements, verifies that contractors have met contract goals and provided required reports and documentation, reviews and resolves differences in areas of non-compliance, and addresses other concerns as necessary.

By position, implements and monitors snow removal operations.

By position, performs the duties of the positions supervised.

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:

Building and Construction - Knowledge of materials, methods, and appropriate tools to construct objects, structures, and buildings.

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.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Balancing: maintaining body equilibrium to prevent falling over.

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

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

Feeling: perceiving attributes of objects by means of skin receptors.

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.

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

Climbing: ascending or descending objects usually with hands/feet.

Kneeling: bending legs to come to rest on one or both knees.

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 distances and space relationships.

Field of Vision: ability to adjust vision to bring objects into focus.

Color Vision: ability to distinguish and identify different colors.

Accommodation: ability to adjust vision to bring objects into focus.

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.

Noise: sufficient noise to cause distraction or possible hearing loss.

Hazards: conditions where there is danger to life, body, and/or health.

Exposed to hazards from electro/mechanical/power equipment.

Handles emergency or crisis situations.

Subject to many interruptions.

Subject to injury from moving parts or equipment.

Handles absentee replacement on short notice.

Education Requirement:

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

Experience Requirement:

Three years of experience in the operation of equipment characterized by tandem axles or auxiliary functions OR performing semi-skilled labor in the maintenance of public grounds and/or facilities and supplemented by experience or training in equipment operation.

Education/Experience Equivalency:

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

Licensure and/or Certification:

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

By position, requires the possession of a valid driver's license at the time of application. As a condition of continued employment, the driver's license must be maintained.

By position, requires the possession of a valid Colorado Commercial Driver's License CDL "B" with appropriate endorsements prior to the end of the probationary period. As a condition of continued employment, the Colorado Commercial Driver's License CDL "B" must be maintained.

By position, requires a State of Colorado Flagging and Barricade Certificate.

By position, requires possession of an Agricultural Pest Control Certificate for application of restricted chemicals from the Colorado Department of Agriculture.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 12/01/2000

REVISED DATE: 09/11/2011

REVISED BY: Meredith Creme

CLASS HISTORY 12/2009 - The class specification was revised and updated and placed in the new class specification format.
09/2011 – The following duty statement was added to the Essential Duties: *By position, performs the duties of the positions supervised.*