



## Career Service Authority

### Plumbing Supervisor

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#### **GENERAL STATEMENT OF CLASS DUTIES**

Performs supervisory duties over plumbers engaged in the day-to-day operations, maintenance, construction, and repair of City facility plumbing systems.

#### **DISTINGUISHING CHARACTERISTICS**

This class is distinguished from the Plumber classification, which does not have supervisory responsibilities; and, is distinguished from the Operational Supervisor I, which has second level supervisory responsibilities.

#### ***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 two or more plumbers and staff who do not supervise.

## ESSENTIAL DUTIES

Supervises skilled journey level plumbers and other staff involved in the operation, maintenance, construction, and/or repair of City facility plumbing 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.

Implements safety standards and develops procedures to ensure compliance.

Assists in developing, recommending, and coordinating the implementation of new procedures for the assigned functions or unit.

Makes recommends to, accepts, rejects, and/or modifies contracted work contracts.

Coordinates projects with other trades areas.

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

Develops, recommends, and establishes equipment maintenance schedules.

By position, supervises snow removal crews.

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:***

**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 Demands:***

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

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 away.

Pulling: exerting force on an object so that it is moving to the person.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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

Crouching: bending body downward and forward by bending legs.

Crawling: moving about on hands and knees or hands and feet.

Reaching: extending the hand(s) and arm(s) in any direction.

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

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.

Lifting: Raising or lowering an object over 50 pounds.

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.

### ***Working Environment:***

Wet: frequent contact with water or other liquid.

Noise: sufficient to cause distraction or possible hearing loss.

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

Pressure due to multiple calls and inquires

Subject to injury from moving parts of equipment

Subject to many interruptions.

Subject to varying and unpredictable situations.

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**Education Requirement:**

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

**Experience Requirement:**

Three years of experience as licensed journey plumber.

**Education/Experience Equivalency:**

None

**Licensure and/or Certification:**

Completion of a 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 Journey Plumber's License issued by the State of Colorado at the time of application.

By position, requires a Master Plumber's License or a Class "A" Supervisor Certificate issued by the State of Colorado, or the City and County of Denver, at the time of application in order to pull permits for an agency or department.

**CLASS DETAIL**

**FLSA CODE:** Exempt

**ESTABLISHED DATE:** 09/16/1995

**ESTABLISHED BY:** Shirley Nikkel

**REVISED DATE:** 07/12/2009

**REVISED BY:** John Hoffman

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