



Career Service Authority

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Tenant Facility Project Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory and full performance level work involving the design, construction and refinishing of tenant facilities for a city department.

DISTINGUISHING CHARACTERISTICS

The Tenant Facility Project Supervisor performs supervisory and full performance level work involving the design, construction and refinishing of tenant facilities for a city department. This class is distinguished from the Project Manager I, which performs professional level project management work on projects from inception to completion by managing and coordinating departmental projects, which includes organizing, administering, and monitoring one or more projects.

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 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 administrative supervision, the employee has personal accountability for carrying out an assigned project(s) 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 remedial nature involving the resolution of problems and where some degree of discretion and judgment are required in carrying out a project(s) of the organization.

Level of Supervision Exercised:

Supervises two or more technical employees.

ESSENTIAL DUTIES

Supervises project work managing, coordinating, and directing the design, construction and refinishing of tenant facilities to ensure all city, state and federal standards and policies and procedures are maintained.

Organizes project management techniques sufficiently to be able to coordinate and administer projects and resolve problems encountered throughout projects.

Oversees day-to-day project work, including site guidance and resolution of project problems; ensures critical milestones and completion dates are accomplished, and maintains budgets, quality control and industry standards.

Implements safety standards and develops procedures to ensure compliance.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; 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 and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; 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 and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

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:

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Project Management – Applies principles, methods, or tools for developing, scheduling, coordinating, monitoring, evaluating, and managing projects and resources including technical performance.

Decision Making – Makes sound, well-informed, and objective decisions, perceives the impact and implications of decisions, commits to action even in uncertain situations to accomplish program goals, and causes change.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information, analyzes information, and makes correct inferences or draws accurate conclusions.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior, works with others toward an agreement, and negotiates to find mutually acceptable solutions.

Planning and Evaluating – Organizes work, sets priorities, and determines resource requirements, determines short- or long-term goals and strategies to achieve them, coordinates with other organizations or parts of the organization to accomplish goals, and monitors progress and evaluates outcomes.

Interpersonal Relationship and Service Orientation – Demonstrated competency in working with a wide range of government departments with diverse business needs, interests, expectations, and requirements.

Oral Communication – Clearly communicates and explains organizational and program policies and work assignments to staff and communicates information about the program area's activities to peers, higher-level managers, administrative staff of other organizations, and internal and external customers.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner appropriate for context, time, and place. Written materials are of a routine nature and affect the immediate program area(s).

Interpersonal Skills – Establishes and maintains constructive and cooperative interpersonal relationships with staff, peers, higher-level managers, staff from other organizations, internal and external customers, and local stakeholder groups to accomplish a program's mission. Adapts approach to different people and situations.

Risk Management – Knowledge of the principles, methods, and tools used for risk management and mitigation including assessment of failures and their consequences.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Conflict Management – Manages and resolves conflicts, grievance, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Problem Solving – Identifies problems, determines accuracy and relevance of information, uses sound judgment to generate and evaluate alternatives, and makes recommendations.

Performance Assessment – Knowledge of the principles, methods, and tools for conducting performance assessment to enhance and validate project performance and user acceptance.

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

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Sitting: remaining in the normal seated position.

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

Balancing: maintaining body equilibrium to prevent falling over.

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

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

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

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 using two or more.

Far Acuity: ability to see clearly

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 see peripherally.

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

Color Vision: ability to distinguish and identify different colors.

Working Environment:

Pressure due to multiple calls and inquires

Subject to long irregular hours

Subject to many interruptions

Subject to varying and unpredictable situations

Education Requirement:

Bachelor's Degree

Experience Requirement:

Three years of experience coordinating, administering, and monitoring projects and which must include one year of experience working with tenant facility project, design or construction work.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement, except for one year of experience working with tenant facility project, design or construction work experience.

Licensure and/or Certification:

By position, possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 06/16/1997

ESTABLISHED BY: Jean Canfield

REVISED DATE: 07/05/2009

REVISED BY: Blair Malloy

CLASS HISTORY This class was updated, added competencies, and revised into new template.