



Office of Human Resources
Operational Supervisor II - CA2314
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General Statement of Duties

Performs second level supervisory work over a section(s) through subordinate supervisors of administrative, paraprofessional, and/or technical staff, provides leadership, direction, and long range/short term planning, and directs operational policy development and performance criteria for the assigned area(s) in conjunction with departmental plans and goals.

Distinguishing Characteristics

This class performs second level supervisory work over a section(s) through subordinate supervisors of administrative and technical staff. This class is distinguished from the Operational Supervisor I class that performs supervisory duties over administrative, paraprofessional, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s). The Operational Supervisor II class is distinguished from the Manager I class that manages an operational and/or functional area(s) and performs some elements of supervision by recommending and implementing plans, procedures, policies, programs, and projects. Additionally, the Operational Supervisor II class is distinguished from the Supervisor of Administrative Support II class that supervises two or more Supervisor of Administrative Support I positions and coordinates the activities of first-line supervisors engaged in supervising the work of office support staff.

Level of Supervision Exercised

Supervises two or more supervisors who supervise technical, paraprofessional, and/or administrative staff (this does not include supervising the Supervisor of Administrative Support I class).

Essential Duties

Plans, directs, and administers the operations of section(s) supervisors and staff, devises and evaluates performance standards for the assigned area(s), and develops long range/short term goals and objectives for the assigned area(s) in conjunction with departmental plans and goals.

Supervises the work of staff in the performance of operational functions ensuring a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Develops and implements operational policies in accordance with departmental, state, and/or federal mandates and/or legislation and ensures policies are regularly evaluated in accordance with legislation, governmental requirements, and standards.

Develops and improves relationships among various work groups by encouraging, developing, and strengthening cooperation and leadership in inter-group relations and communications.

Develops and implements staff training and development programs that provide opportunities for individual employee growth and long range development of employees.

Assists in developing and managing the budget for the assigned area(s) and allocating funds in order to accomplish division goals and objectives.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

By position, directs or assists with the development of contracts within the operational area(s) including drafting RFP for professional/services contracts, evaluating proposals, selecting successful bidder, administering the contracts, and monitoring contracts for compliance and expenditures.

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.

Competencies

Decisiveness – Makes well-informed, effective, and timely decisions, even when data are limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

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; monitors progress and evaluates outcomes.

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

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of budgeting principles and practices sufficient to be able to administer a budget to accomplish objectives.

Knowledge of various types of contracts, techniques for contracting or procurement, and contract negotiation and administration.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Sociology, Psychology, or a related field.

Experience Requirement

Three (3) years of supervisory experience within an operational area.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Pressure due to multiple calls and inquiries.
Subject to many interruptions.
Subject to traffic, roadways, and pedestrians.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

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.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-810

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: