



Office of Human Resources
Operational Supervisor I - LA3117
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General Statement of Duties

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).

Distinguishing Characteristics

This class 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). This class is distinguished from an Operational Supervisor II that 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 and short term planning, and directs operational policy development and performance criteria for the assigned area(s)) in conjunction with departmental plans and goals. The Operational Supervisor I class is distinguished from the Supervisor of Administrative Support I class that supervises and coordinates the activities of workers involved in providing office support work.

The Operational Supervisor I class is distinguished from the Staff Assistant class that performs paraprofessional level work assisting professional staff in the execution and application of a specific administrative function(s) to the operations of an organization. Additionally, a Staff Assistant is responsible for administrative functions which are typically performed by an administrator or professional level class that have been delegated by a supervisor/manager to support an operational or functional area(s). A Staff Assistant may be assigned supervisory responsibilities over office support staff but would not supervise administrative, paraprofessional, or technical employees.

Level of Supervision Exercised

Supervises two or more administrative, paraprofessional, and/or technical staff members and may supervise office support staff.

Essential Duties

Performs supervisory duties over administrative, paraprofessional, and/or technical staff, implements and monitors performance criteria in order to achieve the unit's goals and objectives, and keeps supervisory/management level personnel abreast of trends and issues in the work area.

Supports professional and/or higher level supervisors/managers by performing a variety of operational functions including operational and financial analysis, reporting and evaluation, information management, computer operations, expenditure control, budget development, accounting, purchasing and procurement, and process improvement.

Plans, assigns, and evaluates the work of staff members, provides technical expertise to staff, establishes and/or monitors current methods and policies, and recommends changes in practices and procedures to increase operating efficiency and expedite work flow.

Trains new staff members on applicable standards, regulations, and requirements for the assigned work area(s), orients staff with appropriate policies and procedures, and ensures that work conforms to policies, standards, and regulations.

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.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

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, assists in the development and processing of contracts including participating in drafting RFP for contracts, evaluating proposals, and administering 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

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.

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.

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.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

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

Associate's Degree in Management, Business Administration, Public Administration, Political Science, or a related field.

Experience Requirement

Three (3) years of experience performing technical, paraprofessional, and/ or administrative work (this does not include office support work).

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

For DPL Positions Specifically:

Potential exposure to hazardous anesthetic agents, body fluids, and bio-wastes.
Atmospheric Conditions: conditions that affect the skin, eyes or respiratory system.
Potential exposure to cold temperature, cold enough to cause bodily discomfort.
Potential exposure to cold weather conditions (indoor/outdoor).
Potential exposure to conditions that affect the skin or respiratory system.
Potential exposure to dust.
Potential exposure to extreme temperature changes.
Potential exposure to hazardous conditions where there is a danger to life, body, and/or health.
Potential exposure to hazardous/toxic chemicals.
Potential exposure to hazards from electro/mechanical/power equipment.
Potential exposure to hazards of steam and heat.
Potential exposure to heat temperatures, hot enough to cause bodily discomfort.
Potential exposure to hot and humid work environment.
Potential exposure to housekeeping/cleaning agents/chemicals.
Potential exposure to infection from disease-bearing specimens.
Potential exposure to infections and contagious diseases.
Potential exposure to odorous chemicals.
Potential exposure to pesticides or fertilizers.
Potential exposure to the risk of blood borne diseases.
Potential exposure to temperature changes: variations in temperature from hot too cold.
Potential exposure to temperature changes: variations in temperature from hot to cold.
Potential exposure to unpleasant elements (accidents, injuries, and illness).
Extreme cold conditions.
Handles emergency or crisis situations.
Noise sufficient to cause distraction or possible hearing loss.
Personal Safety: aware of surroundings, people, and events.
Pressure due to multiple calls and inquiries.
Subject to long, irregular hours.

Subject to many interruptions.
 Subject to burns and cuts.
 Subject to electrical and radiant energy hazards.
 Subject to hazards of flammable or explosive gases.
 Subject to injury from moving parts of equipment or vehicles.
 Subject to precarious or high locations.
 Subject to pressure for multiple calls, inquiries, and interruptions.
 Subject to varying and unpredictable situations.
 Subject to traffic, roadways, and pedestrians.
 Subject to vibrations and strain on the body to cause bodily harm if endured daily.
 Temperature Changes: variations in temperature from hot too cold.
 Temperature Changes: variations in temperatures from hot too cold when works in field.
 Wet: frequent contact with water or other liquid.
 Wet: frequent contact with water, liquid, chemicals, or sanitary sewage.
 Works in precarious or high locations

Level of Physical Demand

For DPL Positions Specifically:
 3-Medium (20-50 lbs.) to 4- Heavy Work (50-100 lbs.)

Physical Demands

For DPL Positions Specifically:

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

Agility: Ability to move quickly and easily.
 Balancing: Maintaining equilibrium.
 Carrying: Transporting or moving an object.
 Climbing: Ascending or descending an object or ladder
 Color Vision: Ability to distinguish and identify different colors..
 Crawling: Moving about in a low or crouched position.
 Crouching: Positioning body downward and forward.
 Depth Perception: Ability to judge distances and space relationships..
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
 Feeling: Perceiving attributes of objects by means of skin receptors, communication, or otherwise.
 Field of Vision: Ability to sharply detect or perceive objects peripherally.
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
 Fingering: Picking and pinching, through use of fingers or otherwise.
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
 Hazards: Conditions where there is danger to life, body and/or health..
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
 Hearing: Perceiving and comprehending the nature and direction of sounds.
 Kneeling: Assuming a lowered position.
 Lifting: By Position, may move objects 20-50 pounds, or 50-100 pounds from one level to another.
 Neck Flexion: Perceiving objects located above or below.
 Physical Strength: Exerts force to transport objects of 50 pounds [or insert appropriate weight] or more.
 Pulling: Exerting force upon an object so that it is moving to the person.
 Pushing: Exerting force upon on object so that it moves away from the person.
 Reaching: Extending the hands, arms, or other device in any direction.
 Repetitive Motions: Making frequent or continuous movements.
 Sitting: Remaining in a stationary position.

Stamina: Ability to work over long periods of time without tiring.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Employment Verification

Education Check

By position, Motor Vehicle Record

Assessment Requirement

Professional Supervisor

Probation Period

None

Class Detail

Pay Grade: A-808

FLSA Code: Y

Established Date: 12/16/2018

Established By: JH

Revised Date:

Revised By:

Class History: