



Office of Human Resources
Operations Supervisor - CJ1982
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General Statement of 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/or 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.

Level of Supervision Exercised

Supervises non-supervisory and/or working supervisory employees.

Essential Duties

Supervises 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 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 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.

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.

By position, may be required to be on-call to address emergent needs.

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.

Reading - Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

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; advises others on technical issues.

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 safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Education Requirement

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

Experience Requirement

Three (3) 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 the minimum experience requirements.

Licensure & Certification

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

By position, requires a valid Commercial Driver's License (CDL "B") with appropriate endorsements by the end of probation.

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.

By position, requires an Aquatics Facility Operator Certification by the end of the probationary period.

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

Working Environment

Potential exposure to cold temperatures, cold enough to cause bodily discomfort.

Potential exposure to hazardous conditions where there is danger to life, body, and/or health.

Potential exposure to hazards from electrical/mechanical/power equipment.

Potential exposure to heat temperatures, hot enough to cause bodily discomfort.

Potential exposure to temperature changes: variations in temperature from hot to cold.

Handles absentee replacement on short notice.

Handles emergency or crisis situations.

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

Personal Safety: aware of surroundings, people, and events.

Subject to injury from moving parts or equipment.

Subject to many interruptions.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

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

Field of Vision: ability to adjust vision to bring objects into focus.
Balancing: maintaining body equilibrium to prevent falling over.
Climbing: ascending or descending objects usually with hands/feet.
Color Vision: ability to distinguish and identify different colors.
Depth Perception: ability to judge distances and space relationships.
Eye/hand/foot coordination: performing work through using two or more.
Vision Far acuity: ability to see clearly at 20 feet or more.
Feeling: perceiving attributes of objects by means of skin receptors.
Field of Vision: ability to adjust vision to bring objects into focus.
Fingering: picking, pinching, or otherwise working with fingers.
Handling: seizing, holding, grasping, or otherwise working with hand(s).
Hearing: perceiving the nature of sounds by the ear.
Kneeling: bending legs to come to rest on one or both knees.
Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.
Vision Near acuity: ability to see clearly at 20 inches or less.
Repetitive motions: making frequent movements with a part of the body.
Sitting: remaining in the normal seated position.
Standing: remaining on one's feet in an upright position.
Talking: expressing or exchanging ideas by means of spoken words.
Walking: moving about on foot.

Background Check Requirement

Criminal Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

Labor and Trades Supervisor

Probation Period

Six (6) months.

Class Detail

Pay Grade: J-812
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: