



Office of Human Resources
Operations Supervisor - LJ2306
THIS IS A PUBLIC DOCUMENT

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 working supervisory employees and/or non-supervisory employees.

Essential Duties

Supervises working supervisors and other staff members 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

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

Influencing - Collaborates with, persuades and influences others.

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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail and time management.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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

Technical Competence- Uses knowledge that is acquired through formal training and/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.

Knowledge & Skills

Knowledge of safety hazards and necessary safety precautions sufficient to be able to establish safe work environment for self and others.

Knowledge of machines and tools, including their designs, installation, uses, repair, and maintenance.

Knowledge of procedures for operating motor vehicles, including cars, trucks, or watercraft.

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

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

Licensure & Certification

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

By position, possession of a Colorado 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.

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 an 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

By position, Motor Vehicle Record

Licenses/Certification

Assessment Requirement

None

Probation Period

None

Class Detail

Pay Grade: J-812

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: