



JOB DESCRIPTION

CLASSIFICATION SPECIFICATION

JOB TITLE: SERVICE SUPERVISOR
REPORTS TO: DIRECTOR OF PUBLIC SERVICE
DEPARTMENT: SERVICE
DIVISION: HIGHWAY/STORM WATER/PARKS & REC
GRADE: 9
FLSA STATUS: NON-EXEMPT
UNION AFFILIATION: NON-BARGAINING
CIVIL SERVICE: CLASSIFIED

JOB SUMMARY:

Under general direction, assist with daily planning, scheduling and supervision of skilled/unskilled work in the construction, repair, and maintenance of City assets. Utilize various software systems including CityWorks municipal software to track employee time, material and equipment use. Investigate, respond to, and resolve service requests and customer inquiries. Manage the effective and efficient use of labor, material, and equipment in public service operations. Promote sustainability by utilizing the proper materials, techniques, and technologies in daily operations to reduce environmental impact. May be required to work alternate shift and cover for any of the three Service Divisions (Highway, Parks or Storm Water).

QUALIFICATIONS:

Qualifications: Completion of secondary education (high school or GED) and/or Associates or Bachelor's Degree with a minimum of three (3) to ten (10) years related experience. The required years of experience will depend on the education level as shown below.

- High school diploma/GED plus a minimum of ten (10) years of experience in a field related to the job responsibilities,
- Associate degree plus a minimum of five (5) years of experience in a field related to the job responsibilities, or
- Bachelor's degree plus a minimum of three (3) years of experience in a field related to the job responsibilities.

All applicants must possess the following:

- At least two (2) years of continuous experience supervising three or more subordinates. The supervisory experience must have been obtained within the past ten (10) years.
- A valid State of Ohio Driver's License, qualifying and remaining insurable under the City's vehicle insurance policy.
- A Class A CDL. (Applicants will be afforded the opportunity to obtain the CDL within six (6) months of hire.)

ESSENTIAL JOB FUNCTIONS:

SUPERVISION:

- Plan, schedule and coordinate the maintenance and repair of City roadways, storm water systems, traffic control devices, city land and buildings, parks and sports fields, as well as assist with the, procurement and maintenance of city vehicles and equipment.

- Under general direction establish work priorities and materials to be used; prepare work orders and purchase requisitions as necessary; maintain and update related files and records.
- Supervise assigned personnel, assign tasks and projects, monitor work while in progress, and inspect work upon completion.
- Build trust and teamwork among employees through hands on training, consistent and respectful communications, and positive reinforcement.
- Conduct periodic meetings with employees to share information, get ideas and feedback, and build a team environment.
- Provide guidance to employees to ensure proper safety standards are followed.
- Assist in developing and implementing policies and procedures for the proper operation of the work area.

STAFFING:

- Assist with review of manpower needs, recommend staffing levels, interview job applicants recommending appropriate action.
- Conduct new employee orientation and direct on-the-job training of employees; assist in the design and administration of training programs.

PROBLEM SOLVING & RESIDENT COMMUNICATIONS:

- Investigate and resolve service problems and complaints.
- Communicate with residents via email, over the phone, or face to face in a courteous and effective manner.

FINANCE & EQUIPMENT:

- Prepare quotes and bid specifications and manage outside vendor contracts.
- Assist in preparing estimates of capital and operating budget needs required to meet future demands.
- Schedule maintenance of vehicles and equipment.
- Calculate, measure and order materials based on job specifications.

PERFORMANCE OBJECTIVES:

- Under general direction set performance goals and key productivity indicators (KPIs) for the assigned work area.
- Develop employees to meet KPI goals.
- Participate in evaluating employee's performance; recommends/administers discipline; approve leave requests.

EMERGENCY MANAGEMENT:

- Supervise snow and ice operations.
- Respond to emergencies and call-out (e.g. disasters, weather emergencies, road closures, and spills).
- Operate division equipment in situation such as emergencies, during critical manning shortages, training, equipment evaluation, investigating, identifying, and analyzing problems.
- Perform other related duties as directed or assigned and determined necessary to ensure the effective and efficient operation of the work area.
- Act as back up to other Service Divisions as needed.

KNOWLEDGE, SKILLS & ABILITIES (*indicates developed after employment):

Knowledge of: Supervisory principles and techniques, construction techniques, methods, materials and applicable safety standards; traffic laws; road construction and maintenance practices; storm water system construction and maintenance, lands and building maintenance and repair; horticulture/agronomy, sports turf maintenance, building and grounds maintenance practices, maintenance and installation of traffic control devices, vehicle and equipment maintenance, applicable ODOT, EPA, OSHA and NPDES regulations*, Manual of Uniform Traffic Control Devices, city department and division policies and procedures;* labor contract.* Detailed technical knowledge is specific to each service division. *To Be Noted: This classification is a consolidation of multiple supervisory positions. It is not necessary to have detailed knowledge in all areas.*

Skill in: Team Building, Operation of personal computer; use of job-related software;* basic math skills including addition, subtraction, division, measurement and quantities; operation of heavy and light motorized equipment; establishing and maintaining effective work relationships; effective written and oral communication; attend to citizen concerns and complaints.

Ability to: Direct the work of skilled and unskilled employees; plan, supervise, coordinate, and set priorities; prepare reports and maintain accurate documentation; make prompt and sound decisions in emergencies; establish and maintain effective working relationships; understand technical drawings and specifications; calculate fractions, decimals and percentages; endure adverse weather conditions and cold/heat extremes; climb ladders, enter ditches; travel to and gain access to work sites; exert up to 50 pounds of force occasionally (up to 1/3 of the time), and/or up to 10 pounds of force frequently (from 1/3 to 2/3 of the time), and/or a negligible amount of force constantly (2/3 or more of the time) in order to lift, carry, push, pull, or otherwise move objects.

PHYSICAL DEMANDS STRENGTH RATING:

In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered light to medium work.

APPROVALS: (Include Name, Title, and Date Approved by HR, Supervisor and Director)

| | | |
|---------------------------------|-----------------------------------|------------------|
| <i>Pam Serina</i> | <i>HR Manager</i> | <i>1/13/2021</i> |
| <i>Valerie Wax Carr</i> | <i>Director of Public Service</i> | <i>1/13/2021</i> |
| <i>NON-BARGAINING POSITION:</i> | | |

CREATED & REVISIONS:

| | | | |
|------------------------|--------------------------------------|--------------------------|--|
| <i>Legislation #:</i> | | <i>Legislation Date:</i> | |
| <i>Revision Dates:</i> | 11/27/07, 7/25/13, 8/2017, 1/13/2021 | | |