

## **PUBLIC SERVICES OPERATIONS SUPERVISOR**

Salary Range: 35 (Public Service Employees)

### **DEFINITION**

Under general direction, plans, organizes, directs, and supervises various business services activities of the Public Services Department including Club Rocklin, recreation, various special projects and community events as assigned; functions as a cooperative and productive member of the Public Services Department's program operations team; provides responsible professional staff assistance to the Director; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS:**

This is a single-position, supervisory-level classification in the Public Services Department responsible for overseeing business services activities and coordinating various projects and events. This position is distinguished from the Recreation Business Technician in that it is a supervisory level position responsible for coordinating and supervising multiple and varied community service programs within areas(s), such as special events, facility rentals, neighborhood programs, theater & arts, seniors' programs, youth services and front office activities.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents receive general direction from the Director of Public Services and other management staff, and exercise general and direct supervision over assigned staff.

### **EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES**

Duties may include, but are not limited to the following:

- Plans, organizes and supervises the activities of assigned staff in the Public Services department.
- Prepares, plans and participates in the development and administration of the department budget.
- Plans, coordinates, and supervises multiple and varied community service programs within areas(s), such as special events, facility rentals, neighborhood programs, theater & arts, seniors' programs, youth services and front office activities.
- Develops, implements, and monitors goals, objectives, policies, and priorities for designated program areas reflective of the community's needs and the City's and Department's overall goals, policies, and ordinances, and in compliance with applicable governing rules, regulations, and guidelines.
- Plans and supervises the training of assigned staff in the proper use and safe operation of equipment and materials, and the accepted methods of performing maintenance and repair duties.
- Researches, assists in preparing, and monitors contracts and agreements with other departments and outside vendors; prepares specifications and contracts for services; reviews construction plans for compliance and completeness; acts as project manager for assigned projects.
- Inspects in-house and contracted work in progress for compliance with policies and procedures, plans, specifications and standards of quality and safety.
- Interprets and applies provisions of laws, rules and regulations related to department matters

- Develops policies, procedures, standards and ordinances to ensure compliance with applicable laws and regulations.
- Interprets and advises staff on applicable laws, regulations, policies and procedures.
- Coordinates Public Services activities with other divisions, departments, governmental agencies and outside organizations as appropriate.
- Acts as the City's liaison with a variety of committees, commissions, and developers and represents the City and the department in meetings with other public, regulatory and private organizations.
- Interviews and recommends selection of job applicants, appraises employee performance, conducts informal counseling on work issues, prepares documentation and improvement plans for deficiencies, and recommends disciplinary action.
- Conducts staff and safety meetings.
- Participates in Public Services and City management meetings and works with managers and staff to resolve policy, procedural or operational issues.
- Prepares and maintains a variety of records, reports and correspondence related to division activities.
- Acts on behalf of the Assistant to the Director when needed
- Performs other duties as assigned.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Basic principles, practices, procedures and standards related to City Public Services and community programs and business activities
- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures
- Procedures for planning implementing and maintaining a variety of community programs, special events, youth services, and business activities
- Principles and practices of safety management and training; occupational hazards and standard safety precautions necessary in the work place
- Administrative principles and methods, including goal setting, program and budget development and implementation, personnel management and supervision
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs
- Methods and techniques of effective technical report preparation and presentation
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, and regulatory organizations and with property owners, developers, contractors and the public.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.
- Pertinent federal, state and local rules, regulations and laws applicable to youth services and other assigned projects.
- Modern office procedures, methods and computer equipment.
- Computer applications related to work.

- Safety principles and practices, including basic first aid and health/hygiene
- Record keeping principles and procedures

**Ability to:**

- Plan, schedule, supervise, review and evaluate the activities of assigned program areas within the Public Services department
- Supervise, select, train, motivate, and evaluate the work of staff and volunteers
- Develop, implement, and interpret goals, objectives, policies, procedures, and work standards
- Coordinate department activities with other City departments and agencies as required
- Interpret and apply federal, state and local policies, procedures, laws and regulations
- Organize and coordinate the activities of public and private community groups
- Prepare specifications and requests for proposals
- Analyze complex problems, evaluate alternatives, and make sound recommendations related to division activities
- Prepare, plan, and participate in administering a departmental budget
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Effectively represent the department and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations and individuals
- Establish and maintain effective working relationships with those contacted in the course of the work
- Use computer technology and applications in the performance of daily activities
- Prepare and present clear, concise and logical written and oral reports
- Use English effectively to communicate in person, over the telephone and in writing
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

**Minimum Qualifications:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a four year degree with major course work in business administration, public administration, management, engineering, construction technology or a closely related field AND four (4) years of increasingly responsible, recent experience in a Public Services Department which has included significant project management and scheduling experience.

**GENERAL QUALIFICATIONS**

**License Requirements:**

- A valid California class C driver's license with satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Standard First Aid Certificate issued by the American Red Cross.
- CPR Certification.

**Physical Requirements:**

Must possess mobility to work in a standard office and/or field environment and use standard office equipment; operate a motor vehicle to visit various City and meeting sites; mobility to traverse uneven terrain, periodically standing, stooping, bending, climbing and kneeling to perform fieldwork; vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry reports and records that typically weigh less than 20 pounds.

**Working Conditions:**

Employees work in an office environment with moderate noise levels and controlled temperature conditions, as well as in the field and are occasionally exposed to loud noise levels, cold and/or hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Incumbents may be required to work various shifts on evenings, weekends and holidays, and attend meetings before or after normal business hours.

*Adopted: September, 2014*

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.