

# South Jordan City

## Job Description

**Title:** Operations Support Supervisor  
**Budget Code:** 10-236  
**Pay Grade:** 14

**Effective Date:** 2/8/17  
**FLSA Classification:** Non-Exempt  
**Workers Comp:** Clerical

### GENERAL PURPOSE

Direct, supervise, plan, and coordinate support operations within the Development Services Department. Perform a variety of specialized supervisory job duties related to project management, budget review, adhering to the objectives set by the City, and coordinating day-to-day functions of assigned staff. Oversee database management for the department, provide training, and manage a variety of projects.

### SUPERVISOR

Development Services Director/City Engineer

### POSITION(S) SUPERVISED

Office Aide (Part-time)  
Development Services Assistant  
Development Services Assistant II  
Permit Specialist

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Oversee the Department Software systems, including: ensure integrity of data entry, coordinate database management with I.S. department, implementation and maintenance of division database modules, train system users, evaluate and make changes to system as needed to maintain quality and efficiency of database reports.

Train, mentor, supervise and assist employees in performing their duties and tasks.

Supervise front office staff, evaluate, and implement training for employees in alignment with department objectives, and ensure proper front office coverage. Participate in the development and implementation of goals, objectives, policies, and priorities for the Records Division. Assist with the selection of personnel for the division; train, motivate, and evaluate personnel assigned to the division; work with employees to correct deficiencies; and resolve personnel problems; coordinate and review work flow, products, methods, and procedures.

Analyze and organize office operations and procedures such as bookkeeping, information management, filing systems, requisition for supplies and other clerical duties.

Plan, organize, direct, and oversee front office operations, including: evaluating and assigning work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents/businesses/contractors,

Support Development Service Department divisions with IT, capital/maintenance project planning, budgeting/purchasing and determine process improvement opportunities relating to the department.

Instruct and train employees in the use and function of various software programs as needed and provide computer hardware support.

Assist the Chair of the Infrastructure Improvement, Maintenance, and Operations (IIMO) Planning Committee.

Forecast future capital demands through preparation and annual updates of 5-year and 20-year Infrastructure Improvement, Maintenance, and Operations Improvement (IIMO) plan with regard to the City's Strategic Initiatives.

Monitor economic conditions and revenue estimates and, when necessary, recommend modifying capital plans and operations to address changing conditions.

Prepare IIMO budget adjustments and payment authorizations for expenditures. Monitor project revenues, expenses, development agreements, project time lines, and reprogramming of available funds.

Establish and maintain cooperative working relationships with other departments, City officials, outside agencies, and the public.

Monitor and track IIMO projects through project management module in Munis software.

Monitor and track developer submitted bonds.

Monitor the Department budgets (Engineering, Planning, & Building Divisions) including revenues, expenditures in addition, budgeted expenditure projections.

Oversee the department safety and training programs, including planning and delivering monthly department safety training, working with the department to accomplish program tasks and goals, establishing and maintain department training needs for all employees.

Manage department social media planning and communications. Regularly attend and participate on the IT Steering Committee. Responsible for city phone purchasing and administration for the department.

Assist department administration with special projects.

Perform other duties as assigned.

#### MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from High School or G.E.D. ;  
AND
- B. Two (2) years of related work experience

2. Special Qualifications:

Valid Utah Class D Driver's License  
Supervisory experience preferred  
Experience working in engineering or public works preferred

3. Knowledge, Skills and Abilities:

Work effectively with other employees, elected officials, local agencies, and the general public.

Ability to organize and manage multiple projects.

Ability to supervise and motivate employees.

Skill in the art of diplomacy and cooperative problem solving.

Ability to communicate effectively with both supervisors and subordinates verbally and in writing.

Ability to recognize workflow, process inefficiencies, and be able to recommend, plan, and implement effective solutions.

Knowledge of advanced principles and operating procedures of computer systems and related equipment.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate control. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing, seeing, and lifting (20-40 lbs.). Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Clerical Non-Exempt</b>	<b>EEO-4 Class:</b>	<b>Official/Dam</b>
<b>Location:</b>	<b>Engineering</b>	<b>EEOP Class:</b>	<b>Official/Admin</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>775</b>