

South Jordan City

Job Description

Title: Operations Supervisor
Org: 100500
Pay Grade: 14

Effective Date: 10/1/2021
FLSA: Non-Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Direct, supervise, plan and coordinate support operations within the Public Works Department while serving as a member of the Public Works management team. Perform a variety of specialized supervisory duties related to project management, budget review, planning, organizing, and coordinating the day-to-day functions of assigned staff. Oversee database management for the department, provide training, and manage a variety of projects.

SUPERVISOR

Associate Director of Public Works

POSITION(S) SUPERVISED

Public Works Administrative Assistant
Public Works Customer Service Assistant

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

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 workflow, products, methods, and procedures.

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

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.

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, supervise front office staff and evaluate and implement training for staff in alignment with department objectives, and ensure proper front office staff coverage.

Support Public Works divisions including IT, purchasing, contracts, media, and determine process improvement opportunities relating to the department.

Coordinate and serve as the liaison for Department IT infrastructure and software. Responsible for city phone purchasing and administration for the department.

Monitor the public works administrative budget including revenues, expenditures and budgeted expenditure projections.

Manage work order management/asset management system software for department.

Assist department administration with programs and special projects.

Manage department social media planning and communications for department.

Serve as department records liaison.

This position has been determined to be not eligible for remote work because all or a majority of the essential job duties must be performed onsite.

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' experience performing above or related duties.

2. Special Qualifications:

Valid Utah Class D Driver's License

Supervisory experience preferred.

Knowledge of public works operations preferred.

3. Knowledge, Skills and Abilities:

Ability to work effectively with other employees, elected officials, local agencies, and the 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.

Intermediate proficiency with 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.

Skill with using GIS program packages (ArcView) to input, edit, prepare and produce various maps, related to geographic database information, and other GIS tools and products.

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

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| Job Class: | Clerical Non-Exempt | EEO-4 Class: | Official/Adm |
| Location: | Public Works Admin | EEOP Class: | Official/Adm |
| Group/BU: | General Pay Plan | Tech-Net Match: | 775 |