

## OPERATIONS SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under direction, directs, supervises, assigns, reviews, coordinates, and participates in the activities and operation of the Operations Division within the Public Works Department; functional areas of responsibility include Fleet, Streets, Landscape and Facilities, and the Antioch Marina. Ensures work quality and adherence to established policies and procedures; coordinates assigned activities with other divisions and outside agencies; maintains appropriate work records including time cards and work orders; serves as a technical resource for assigned work crews; performs the more technical and complex tasks relative to assigned area of responsibility; and provides highly responsible and complex administrative support to City management.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for performing a variety of skilled duties involved in minor and major repairs to and maintaining of automobiles, trucks, buses, motorcycles, tractors, mowers, and other heavy and light equipment; diagnose mechanical difficulties, prioritize work, and recommend required repair measures; dispatch mechanics to emergency repair jobs as necessary.
2. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for the construction, maintenance, repair, and cleaning of City streets, street lights, curbs, gutters, storm drains, rights-of-way and related structures including street and sidewalk resurfacing, repairing, patching, and cleaning, as well as curb and gutter removal and replacement; provide advice and assistance in the installation and maintenance of City signs, road markings, stripings, and delineators; supervise the painting of street lines and crosswalks.
3. Establish schedules and methods for providing fleet maintenance services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
4. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
5. Participate in the selection of assigned staff; provide or coordinate staff training; plan, direct, coordinate, and review the work plan for all assigned staff; evaluate assigned personnel; work with employees to correct deficiencies; implement discipline procedures, as needed.
6. Establish and implement Division safety guidelines and programs; coordinate and prepare materials for safety meetings; ensure safety training of all staff and ensure work environment

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is in compliance with government, safety and environmental standards.

7. Oversee and participate in the development and administration of assigned program budget(s); submit budget recommendations; monitor expenditures; write grant proposals; prepare and maintain various accounting systems for analyzing Operations Division assessment costs and associated fees.
8. Assume responsibility for assigned services and activities of the Antioch Marina, including visitor safety and service, marina maintenance, leasehold/property management.
9. Participate in CIP projects; ensure work is completed on time and within budget constraints.
10. Prepare cost estimates for Division work and repair activities.
11. Develop marketing and other advertising programs promoting the use of the Marina and marina-related facilities; prepare and manage Marina promotions.
12. Perform the more technical and complex tasks of the work unit including planning and coordinating the purchase, utilization, replacement, and disposal of City owned cars, trucks, and equipment; develop and prepare vehicle and equipment specifications for purchase as necessary; analyze and track vehicle replacement/repair costs; reading and interpreting complex construction plans and specifications.
13. Coordinate and schedule all federal, state, and county inspections including CHP bus inspections, Bit inspections, smoke check inspections, and smog inspections.
14. Oversee and participate in performing fuel island pump maintenance and vapor recovery system repair and testing; oversee fuel dock operation; monitor fuel sales; order fuel; maintain the Division's computerized maintenance management system and automated fuel system.
15. Prepare or review and maintain a wide variety of written reports and records including time sheets, work orders, and maintenance requests; input information into a computer system; prepare statistical and/or analytical reports on operations and activities as necessary.
16. Maintain inventory for the fleet maintenance section; participate in ordering equipment and supplies as necessary.
17. Respond to and resolve difficult and sensitive citizen inquiries and complaints in an efficient and timely manner; respond to emergency situations as necessary; respond to emergency call outs, while in an "on-call" status or otherwise directed.
18. Coordinate assigned Operations Division activities with those of other divisions, departments, and outside agencies and organizations.
19. Oversee, coordinate, and inspect the work of contractors and staff in assigned functional areas.
20. Monitor Division work sites to ensure adherence to safe work practices and procedures; check sidewalks, streets, curbs, gutters, signs, legends, and related systems and facilities for needed maintenance and repairs; respond to and resolve complex work related or equipment operating problems.

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21. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the fields related to the Operations Division; incorporate new developments as appropriate into programs; serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.
22. Maintain inventory control; solicit bids and prepare specifications for purchasing of supplies, equipment and materials; seek alternative forms of funding; prepare and manage materials and labor for City festivals and special events.
23. Assist with new development designs; read and interpret engineering plans; develop project budgets; solicit bids from contractors and make recommendations for new construction; manage and oversee contracts and projects; provide basic plan checking for compliance with specifications; review change orders.
24. Coordinate, organize, and implement public participation in Division related improvement and maintenance programs; meet with community groups, clubs, organization and agencies to explain and promote Division related programs.
25. Provide responsible staff assistance to the Public Works Director and Deputy Director; conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to programs, policies, and procedures within functional areas of responsibility, as appropriate.
26. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operations, services, and activities of a municipal Public Works Operations Division, including fleet, streets, landscape and facilities, and municipal marina operations.
- Advanced principles and practices of vehicle and equipment maintenance and repair; design, construction, maintenance and repair of parks, landscaped areas, and related facilities; and marina operations.
- Theories, principles, techniques and equipment used in vehicle and equipment maintenance and repair.
- Methods and techniques of performing preventive maintenance including preventive maintenance inspection methods.
- Advanced methods and techniques of performing diagnostic troubleshooting services.
- Advanced methods and techniques of metal fabrication and welding.
- Computerized fleet maintenance management systems.
- Principles of mathematics.
- Operational characteristics of standard maintenance equipment.
- Principles, practices, rules and codes relating to work safety management.
- Acquisition and disposal practices of vehicles and equipment.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and administration.
- Principles and procedures of record keeping.

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- Principles of business letter writing and basic report preparation.
- Occupational hazards and standard safety procedures.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent local, state and federal laws, ordinances, codes, regulations, and rules, including those related to boating and waterway environmental issues, pesticide, herbicide and related hazardous materials management.

**Ability to:**

- Coordinate and direct operations and activities of the Operations Division, including management of a municipal marina.
- Supervise, organize, and review the work of assigned staff involved in the Operations Division.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing street maintenance programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- Analyze a complex issue and develop and implement an appropriate response.
- Research, analyze, and evaluate new and existing service delivery methods and standard operating procedures.
- Assess and meet community service needs; deal effectively with various segments of the community; develop and maintain harmonious public relations.
- Identify and interpret technical and numerical information.
- Maintain required work logs, record-related operational and maintenance data with use of various computer software programs.
- Prepare clear and concise written reports.
- Learn, interpret, and apply City, Department, and Division rules, regulations, policies and practices.
- Promote and enforce safe work and boating practices.
- Develop boating related promotional activities and programs.
- Follow written and oral directions.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Safely and effectively operate a variety of equipment, tools, and materials; drive and operate trucks and construction equipment; operate and have basic knowledge of a variety of boats, both sail and power.
- Plan and organize work to meet changing priorities and deadlines.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Effectively manage property and customers.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Work cooperatively with other departments, City officials, and outside agencies.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

### **Education and Experience Guidelines**

#### **Education/Training:**

Equivalent to the completion of the twelfth grade. Specialized training or college level course work in any of the related areas of responsibility is highly desired.

#### **Experience:**

Five years of increasingly responsible experience in managing multiple program areas and operational activities, including the performance of supervisory functions.

#### **License or Certificate:**

Possession of a valid driver's license.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office setting and shop environment; travel from site to site; exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions; exposure to hazardous traffic conditions; work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain; incumbents may be required to respond to emergency and public calls after hours including evenings and weekends.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting and in a shop environment; to walk, stand, and sit for prolonged periods of time; to frequently stoop, bend, kneel, crouch, crawl, climb, reach, twist, grasp, and make repetitive hand movement in the performance of daily duties; to climb unusual heights on ladders; to lift, carry, push, and/or pull moderate to heavy amounts of weight; to operate assigned equipment and vehicles; and to verbally communicate to exchange information.

FLSA: Exempt

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This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.