

## **FIELD OPERATIONS SUPERVISOR**

### **CLASS DESCRIPTION**

#### **General Responsibilities:**

This is responsible supervisory work in directing and coordinating the work of a large group of permanent and hourly field and administrative staff in the Parking Division's Field Operations Unit. The work involves organizing, planning, and implementing daily work assignments and longer-term work projects through operational lead workers, skilled and semi-skilled staff, mechanical personnel, and customer service staff. The work is performed under the general supervision of the Parking Field Operations Manager. It is characterized by the exercise of independent judgment and discretion to determine work methods, procedures, and problem solutions and is reviewed through reports, observation, and periodic discussions. Employees in this classification will be expected to perform manager-on-duty responsibilities as assigned during non-work hours.

#### **Examples of Duties and Responsibilities:**

Direct and supervise a large staff of permanent and seasonal/hourly employees, including lead workers and skilled and semi-skilled employees. Interview, recommend for hire, train, evaluate, and discipline technical, skilled, and administrative staff.

Plan, direct, schedule and review the work of assigned staff, both directly and through lead workers. Develop, coordinate, review, and approve scheduled work hours, shifts, assignments, and locations for field staff.

Develop work priorities; coordinate and assign work field and administrative staff. Monitor assignments for efficiency, quality and timeliness. Develop and administer training for personnel relative to operating procedures, administrative requirements, maintenance and repair, revenue collection, and other related activities.

Interview, hire, evaluate, and terminate seasonal/hourly employees. Manage employee grievances, disciplinary issues, and performance issues, making effective recommendations to the Parking Field Operations Manager. Oversee cross-training within the Parking Division to cover absences and develop employees' skill sets for future promotional opportunities.

Recommend and implement new procedures, policies, and standards for better utilization of equipment and employees.

Coordinate and supervise building mechanical and structural repairs and construction projects, and preventive maintenance programs at the parking ramps and garages. Compute estimates and actual costs of factors such as materials, labor, or outside contractors.

Direct the operations and programs of the operations and maintenance staff, including the project management of facility customer readiness, tracking what parts and assets are needed and ensuring new garage construction way finding, and signage is completed on a timely basis.

Examine assets, systems, or facilities and analyze information to determine needed installations, services, or repairs. Compile operational records, such as time and production records, inventory data, repair or maintenance statistics, or test results.

Direct, manage and coordinate the work and activities of contractors hired by the Field Operations Unit (security, snow removal, repair and maintenance).

Develop, implement, and oversee policies and procedures for security, collection, counting and reporting of revenues. Identify and investigate revenue discrepancies related to collections. Work directly with staff to determine and resolve errors.

Maintain accurate records of overages and shortages in revenues. Participate in potential theft investigations. Assist in developing operational traffic and parking plans related to special events that impact garages and lots.

Develop, review, and implement special event staffing and revenue collection plans. Determine staffing needs during high-demand times at facilities.

Administer Field Operations uniform guidelines and list of approved items. Work directly with contracted vendors on ordering and billing issues. Manage Operations section's access and key inventory and handling procedures.

Conduct needs assessment of equipment and materials. Oversee ordering of supplies for the Operations Section. Manage related office staff and functions.

Serve as contact for vendors regarding service, equipment upgrades, and other issues related to Field Operations.

Perform related work as required.

## **QUALIFICATIONS**

### **Training and Experience:**

Generally, positions in this classification will require:

Three years of supervisory experience involving the supervision of unskilled, semi-skilled and skilled labor and equipment operations in areas directly related to the duties of the position. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, or a related field. Four additional years of related advanced level

maintenance, or directly related leadership experience over public works maintenance crews supplemented by post-high school coursework in maintenance/repair activities may be substituted for the degree requirement. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

**Knowledge, Skills and Abilities:**

Thorough knowledge of the principles, techniques, methods, equipment, tools and materials commonly used in the area of responsibility. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Thorough knowledge of the staffing requirements and efficient utilization of equipment and staff resources. Thorough knowledge of the safety hazards of the work and methods of promoting a safe work environment. Thorough knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Thorough knowledge of maintenance and repair methods and materials applicable to parking facilities and equipment, such as concrete repair, painting, hardware installation, parking meter and gate installation and repair, sign installation, snow and ice removal, etc. Working knowledge of building systems, such as security, emergency power, fire suppression and fire alarm control panels. Working knowledge or familiarity with or experience in building mechanical (HVAC), electrical and plumbing. Working knowledge of budgeting and program administration principles and practices. Ability to manage a large staff of skilled and semi-skilled workers. Ability to hire, train, assign, evaluate and discipline employees. Ability to plan, supervise and inspect the work of lower-level supervisors and employees and maintain effective employee relations. Ability to respond to and adjust employee grievances and perform other labor relations administration activities. Ability to coordinate resources in normal and emergency situations to obtain desired results. Ability to represent program interests in a variety of committees. Ability to develop and implement operational policies, procedures, general practices and work standards. Ability to prepare necessary reports and to maintain records and inventories as required. Ability to communicate effectively, both orally and in writing. Ability to work with persons of varying cultural and ethnic backgrounds where communication may sometimes be challenging. Ability to establish and maintain effective working and public relationships. Ability to interpret blueprints and diagrams. Ability to maintain adequate attendance.

**Necessary Special Qualifications:**

Ability to meet the mobility and transportation requirements of this position.

**Physical Requirements:**

Employees will be expected to occasionally work outside of regular work hours, including evenings and weekends, to provide supervisory coverage for all shifts.

Employees will be expected to physically access and inspect parking facilities, including garages, lots and street parking.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Parking Division	18	10

Approved: \_\_\_\_\_  
Erin Hillson  
Human Resources Director

Date