

OPERATIONS SUPERINTENDENT

JOB PURPOSE AND SUMMARY

Employees in this classification manage an Operations Division Maintenance Program. Program areas include NPDES/Asphalt, Parks Services, Specialty Services, Technical Services, and Rural or Urban County Maintenance. The Superintendent develops and manages program budgets, plans, goals and objectives. The position develops and facilitates program changes, implements new maintenance or operations functions and manages all program staff, including Maintenance Crew Chiefs (first line lead workers), Technical Services Analysts, Traffic Control Technicians, Traffic Signal Technicians, and all positions in the Grounds and Highway Maintenance series. The Superintendent has the authority to hire, promote and/or demote staff; interpret and apply union contracts and County policies; and administer the full range of performance management including coaching, mentoring, evaluating performance, implementing improvement plans and providing disciplinary action.

CLASSIFICATION DISTINCTIONS

This classification is distinguished by the full managerial responsibilities for the program area. Incumbents in this classification ensure that all program requirements are technically met and that first level leadworkers, Grounds and Highway Maintenance Crew Chiefs, supervise and oversee their respective crews.

The Superintendent reports to the Public Works Operations Manager under general supervision. The Superintendent exercises significant independent judgment and authority to ensure all program expectations and policy/legal requirements are met. The incumbent plans and carries out the work independently and is expected to resolve the most difficult and complex problems in accordance with instructions, policies and accepted practice.

The Grounds and Highway Maintenance Crew Chiefs, as first level leadworkers, prioritize, assign, coordinate, monitor and evaluate the work of line staff; provide technical assistance; resolve minor work or personnel problems up to the level of verbal warning, complete performance evaluations on employees, and make recommendations to the Superintendent regarding discipline, training, major job reassignments, and recruitment selection. The Superintendent assigns work to Crew Chiefs by defining objectives, priorities and deadlines and by assisting Crew Chiefs with unusual situations or problems which do not have clear precedents.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

- Manages maintenance programs and projects by developing, implementing and evaluating projects, programs and procedures for overall effectiveness and professional efficiency.
- Works with Crew Chiefs to plan, develop and arrange for maintenance and repair activities, programs and projects, both ongoing and special.

- Develops, maintains and manages the program budget. Ensures necessary funds are budgeted and available to complete designated maintenance projects and program within designated time frames.
- Identifies and ensures that staffing levels and needs, equipment and necessary supplies are met.
- Develops contracts with vendors, identifying specifications and project requirements. Works directly with other program managers, purchasing, and other relevant staff to estimate quantities, research and develop specifications, and recommending time requirements.
- Establishes schedules for routine maintenance functions to insure maximum service at lowest cost.
- Reports to Public Works Operations Manager on the specifications of major projects and on requirements and methods.
- Manages all program staff and projects. Oversees line staff performance evaluations conducted by Crew Chiefs.
- Examines and interprets blue prints, plans, maps and street maintenance manuals and consults with project Crew Chief to establish procedures.
- Works with Equipment Services Division to insure that equipment is available when needed.
- Works directly with Human Resources and the Public Works Employee Relations Manager in recruiting and selecting candidates for all positions within the assigned work unit.
- Consults with Human Resources and the Employee Relations Manager on corrective action taken, to ensure compliance with legal, policy and contract requirements. May be assigned to participate on the management team for union contract negotiations.
- Assigns workers to crews insuring adequate number to effectively accomplish project goals.
- Mobilizes crews and equipment to respond to emergency road/bridge services needs resulting from snow, floods, ice, mud slides, other weather conditions and accidents.
- Instructs workers in and assures ongoing adherence to safety practices in performance of work activities.
- Reassigns crew members to different projects/activities as needs for workers vary during projects or seasons.
- Monitors activity/project progress insuring timely completion of work.

- Travels to work sites and spot checks on-going maintenance functions to ensure compliance with program schedules, goals and objectives.
- Confers with contractor and utility representatives, as project needs dictate.
- Consults with Crew Chiefs and crewmembers to insure productivity, resolves procedural and/or personnel problems and assures progress meets schedule.
- Arranges for additional supplies and equipment as project status indicates.
- Explains project/activity to property owners, utility representatives, contractors and the general public; responds to and resolves complaints regarding activities.
- Completes various reports and records regarding equipment used and work accomplished.
- Attends program-related meetings and conferences, serves as a representative for or a liaison on Division Maintenance issues. May be designated to attend and/or serve on various committees or meetings on behalf of the Division, the Operations Manager, or the Public Works Director.

QUALIFICATIONS

Education and Experience:

- A Bachelor's Degree in business administration, public administration, or a closely related field, or equivalent experience.
- In addition, the Operations Superintendent requires two to four (2-4) years of direct experience supervising and/or managing road or grounds maintenance operations and personnel.
- Five years of responsible maintenance work related to road or grounds maintenance together with two years of supervisory experience may substitute for the degree and experience requirements. Additionally, any combination of training and experience that would provide the required knowledge, skills, and abilities will be considered.
- Required licenses and Certifications:
- A valid motor vehicle operator's license is required.

Knowledge of... and skill in techniques and methods of maintenance and repair of roadways/bridges, drainage systems, medians and rights-of-way; maintenance needs analysis, planning and prioritization, including labor needs, supplies and equipment needs identification; maintenance equipment functions and capabilities; roadway design, construction and maintenance management; and skill in techniques of cost estimation, geotechnical engineering theory and practice as it relates to reaction of roadway materials to applied roads, effective

management and supervisory principles and techniques developing and implementing cost effective work procedures, reading and interpreting blueprints, plans, maintenance manuals and labor agreements, resolving the full range of procedural, personnel and property owner problems, computer skills in conjunction with basic reports and records preparation.

Ability to.... Manage operations and designated staff through the leadership of Crew Chiefs operating at remote locations, develop and maintain effective working relationships with community representatives, employees, managers, and officials from County and other governmental agencies, and the general public; operate a variety of maintenance related equipment including but not limited to light trucks, sedans, vans, etc.; establish and maintain accurate records, reports, and schedules; research and evaluate advances in highway maintenance.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Employees in this classification work in all types of climates, both indoors and outdoors. Work may be performed in adverse weather and environmental conditions. Work may be performed in hazardous conditions. Indoor work entails an office setting which includes work on personal computers and related software. Occasionally required to use County or personal vehicle to conduct field work or travel to conferences, meetings and seminars. Employees may work alone and be required to perform on-call duties including nights, weekends and holidays. Operations Superintendents have phone contacts with suppliers, manufacturers, other agencies and encounter face to face public contact regularly.

Physical demands include but are not limited to standing, crouching, climbing stairs and ladders, reaching, twisting, repetitive motion and lifting.

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