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Specification for the Class:

GENERAL SERVICES SUPERVISOR

Class Distinguishers:

Plans, schedules, coordinates and supervises a large group of workers engaged in performing two or more types of general services such as janitorial, grounds maintenance, landscaping, and minor building maintenance and repair. The scope and size of operations supervised are extensive and require the assistance of subordinate supervisors and/or working supervisors, and the assignment of work crews to different work locations and/or scheduled to work different shifts. In addition, the use of motorized equipment (e.g. power mowers, tractors, and bobcats) is a regular auxiliary and integral function required to accomplish the activities of the unit.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all of the duties that may be assigned. This does not preclude the assignment of duties which are not listed.)*

1. Plans, schedules, coordinates, and supervises work crews assigned to various locations through subordinate supervisors.
2. Plans, coordinates and implements auxiliary functions such as moving and transferring furniture/equipment/supplies, and setting up/taking down risers, stages, chairs, tables, stage equipment, for special events.
3. Establishes and implements standard operating procedures.
4. Assesses what needs to be done to include sequence of activities, availability of resources and time required.
5. Determines in advance the types, quantity or mix of tools, equipment, facilities, materials and manpower required to complete the jobs.
6. Identifies work processes or other areas needing improvement.
7. Reviews reports, operation requirements, available resources and makes or adjusts work assignments accordingly.
8. Oversees preparation of work schedules involving multiple shifts and locations.
9. Adjusts work schedules and reassigns employees to ensure optimum utilization of resources and efficiency of operations.

10. Conducts site inspections to ensure quality, timeliness, safety, and compliance with established standards and requirements by the various work crews.
11. Maintains inventory of tools, equipment and machinery for purposes such as reporting, warranty and scheduled maintenance.
12. Oversees the repair and maintenance of all assigned tools and equipment.
13. Monitors and maintains adequate level of supplies, and other materials for use by the work unit.
14. Tests and evaluates new tools, equipment, supplies, materials and techniques for effective integration with operations; and provides supervisor with findings and recommendations.
15. Prepares written and/or oral reports as needed.
16. Reviews and processes documents such as purchase requisitions, employees' requests for leaves and those relating to payroll.
17. Interviews applicants and recommends selection of new employees.
18. Establishes job performance standards for all subordinate staff; evaluates their job performance; and provides training and guidance as necessary to ensure employees are able to perform satisfactorily according to established standards.
19. Trains subordinate supervisors and oversees the training of all subordinate positions.
20. Conducts staff meetings to convey management's objectives and to explain or discuss how standards, policies and procedures will be implemented.
21. Investigates and resolves employees' complaints and grievances; prepares reports of findings; and recommends an appropriate course of action.

Knowledge and Abilities Required: The knowledge and abilities required in order to effectively perform the key duties for each of these classes are indicated in the following table. The degree of each knowledge and ability required is commensurate with the scope and level of complexity of the duties and responsibilities that are reflected in each class.

*“P” indicates prerequisite knowledge and abilities, which must be brought to the job.
“A” indicates knowledge and abilities that are required for full performance but may be acquired on the job, within the probationary period.*

KNOWLEDGE OF:	
1. Principles and practices of supervision.	P
2. Practices and procedures for record keeping such as repair and maintenance schedules, inventory control of supplies, materials, tools and equipment, and other matters related to daily operations.	P
3. Requirements, standards, practices and procedures pertinent to janitorial or grounds maintenance work.	P
4. Proper maintenance and safe utilization of tools, equipment, supplies, and materials commonly used in janitorial, grounds maintenance, landscaping, and other types of general services.	P
5. Capability of motorized equipment and the integration of such equipment into operations.	A
6. Provisions of collective bargaining agreements; and policies and procedures governing purchases.	A

ABILITY TO:	
1. Plan, organize, coordinate and control activities of employees through subordinate working and/or full supervisors.	P
2. Conduct site inspections and evaluate the job performance of subordinate staff.	P
3. Prioritize goals, objectives and activities based on available resources; and adjust work assignments accordingly.	P
4. Communicate effectively orally and in writing.	P
5. Deal effectively and courteously with others.	P
6. Follow oral and written instructions.	P
7. Comprehend and interpret technical or user manuals for tools, equipment or motorized equipment in the work.	P
8. Maintain accurate records and prepare operational reports.	P

MINIMUM QUALIFICATION REQUIREMENTS

Experience Requirements:

Except for the substitutions provided for in this specification, applicants must have had progressively responsible experience of the kind and quality described in the statements below and in the amounts shown in the following table, or any equivalent combination of training and experience:

General Experience: Two (2) years of experience in one (1) or a combination of the following:

- a. Janitorial or related custodial work such as sweeping, dusting, cleaning of offices, restrooms and common areas; shampooing carpets, and performing simple building maintenance and repair work.
- b. Care and maintenance of landscaped and/or undeveloped grounds such as trimming, mowing and fertilizing lawns, hedges and other plantings, preparing soil, and propagating plants and shrubs.

Supervisory Experience: One (1) year of experience in supervisory experience which included: (1) planning, organizing, scheduling and directing the work of others; (2) assigning and reviewing their work; (3) advising them on difficult work problems; (4) training and developing subordinates; and (5) evaluating their work performance and disciplining them when necessary.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. For such positions, Selective Certification Requirements may be established and certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants may be required to qualify on an appropriate examination.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position with or without reasonable accommodation.

Any condition that would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director of Human Resources Development.

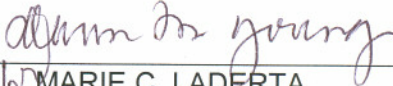
Mental/Emotional Requirements:

All applicants must possess emotional and mental stability appropriate to the job duties and responsibilities and working conditions.

This is the first class specification for the new class GENERAL SERVICES SUPERVISOR.

Effective Date: July 1, 2004

DATE APPROVED: 10/12/07



MARIE C. LADERA
Director of Human Resources Development