

SUPERVISOR/PROFESSIONAL/COORDINATOR I/II

DEFINITION

Under general supervision, directs the daily activities of assigned work division(s) through appropriate delegation, technical skills training and/or work supervision; provides administrative, skilled, and/or technical expertise and performs a variety of support tasks involving the operation, enforcement, maintenance, and problem resolution of departmental and/or City-wide systems and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from assigned administrative and/or management staff. Provides supervision and/or technical and functional lead direction, instructs and reviews lower-level classes and/or volunteers within the division/department.

CLASS CHARACTERISTICS

Class oversees day-to-day operations and participates in all activities of assigned work function. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of departmental and City activities. The work also requires the interpretation and application of policies, procedures and regulations and involves frequent contact with the public.

Supervisor/Professional/Coordinator I plans, organizes, and performs specialized clerical and technical work and participates in the development and implementation of goals, objectives, and policies. This supervisory class is characterized by the responsibility of a reduced variety and complexity of assignments than the following classification.

Supervisor/Professional/Coordinator II demonstrates greater initiative, self-direction, conflict resolution, and independence of decision-making than the preceding classification. Incumbent supervises an increased number of staff, handles a higher scope of assignment variety and complexity, executes a higher difficulty of project coordination, and displays increasing professional/technical knowledge and/or skills.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Provides factual information, guidance, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures and ordinances to staff or external organizations, agencies and businesses related to area of assignment.
- Researches and resolves difficult service problems which include internal and external issues, applying rules, laws ordinances, regulations, policies and procedures and appropriate judgment to meet service needs.
- Confers with department representatives, other agencies and employees regarding administration and interpretation of department policies and procedures.
- Assists with the development of performance standards, operating procedures, and reporting systems.

- Ensures that the administrative and/or technical functions and daily operations of the department/division are effectively carried out.
- Compiles budget estimate information for staffing, supply, and equipment requirements for a work unit; monitors budget and expenditures for compliance with department goals and policies.
- Prepares a variety of special technical reports and studies.
- Informs management of departmental issues including present and potential work problems and suggestions for new or improved way of addressing such problems.
- Organizes and maintains various administrative, confidential, reference and follow-up files, records, and databases; purges as required.
- Receives visitors and telephone calls; responds to written and verbal requests from a variety of agencies and organizations, City staff, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to City or department activities.
- Attends meeting, conferences, workshops and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- May conduct field inspections to evaluate compliance with City ordinances, State laws, and other requirements, including suggestions for correcting non-compliance.
- May design, implement, promote, and coordinate special projects, programs, and events, including fund-raising activities that vary depending on department to which assigned.
- May make presentations and speak to community groups; coordinates with schools, community groups, businesses, and other related organizations to identify needs and concerns.
- May identify alternative funding sources, coordinate, and complete grant applications, and monitor funds for compliance with goals and policies.
- May prepare various commission, committee, and staff reports regarding assigned division activities.
- May assist with the recruitment of department staff and/or volunteers.
- May plan and update the work schedule of assigned staff.
- Performs other duties as assigned.

Examples of duties when performing the supervisory function include, but are not limited to:

- Screens and assigns workload; plans, prioritizes, and assigns tasks and projects; counsels, trains and coaches staff and/or volunteers, assists in developing performance standards; monitors work, develops staff skills and evaluates performance; identifies training needs and provides training for staff.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.
- Federal, state, and City codes, regulations, policies, agreements, technical processes, and procedures related to City and departmental activities.
- Applicable laws, rules, and regulations.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing, techniques for preparing informational materials and the standard format for reports, correspondence, and other written materials.
- English usage, spelling, grammar, and punctuation.

- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Principles and practices of management and supervision.
- Occupational safety and health rules and regulations.
- Basic theories and methods associated with functional regulation and research.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff, in person and over the telephone.

Skill in:

- Learning the functions and procedures for the department to which assigned.
- Providing varied and responsible work requiring the use of independent judgment, tact, and discretion.
- Interpreting, applying, explaining, and implementing policies, procedures, technical processes, and computer applications related to the City, department, or organizational unit to which assigned.
- Leadership, coordinating staff, and delegating tasks.
- Collecting, compiling, analyzing, and summarizing varied information, proposing, and considering alternatives and reaching sound conclusions.
- Effectively representing the department and the City in meetings with community groups and various business, professional, educational, regulatory, and legislative organizations.
- Effectively communicating verbal and written instructions.
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system for an organizational unit.
- Handling confidential/sensitive information with discretion.
- Reacting quickly and calmly in emergency or hazardous situations and adopting an effective course of action.
- Taking a proactive approach to customer service issues.
- Word processing and entering data into standard computer formats and producing correspondence and reports with speed and accuracy sufficient to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Maintenance Supervisors: Equivalent to graduation from high school and four years of skilled maintenance experience of facilities and/or equipment. Supplemental education in supervisory or business coursework is desirable.

All other Supervisors/Professionals/Coordinators I: Equivalent to graduation from an accredited four-year college or university and two years responsible experience in a related field.

Dispatch/Records Supervisor: Equivalent to graduation from an accredited four-year college or university and four years responsible experience in a related field; including two years in a supervisory or lead capacity.

Fire Prevention Specialist II: Equivalent to graduation from an accredited four-year college or university and four years responsible experience in a related field.

Experience in dealing with the public, working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Dispatch/Records Supervisor: Requires the possession of Emergency Medical Dispatcher, CPR and First Aid certifications. Requires the possession of or the ability to obtain a POST Public Safety Dispatcher Supervisory Certificate and a POST Records Supervisor Certificate within a one-year timeframe. A Public Records Act Certificate is desirable.

Facilities Maintenance Supervisor: Must possess the ability to obtain a valid California Class A driver's license within one year of appointment.

Fire Prevention Specialist I: Requires the possession of or the ability to obtain a California State Fire Training Fire Inspector I certification within one year of appointment.

Fire Prevention Specialist II: Requires the possession of a California State Fire Training Fire Inspector I certification, and the possession of or the ability to obtain a California State Fire Training Fire Inspector II certification within two years of appointment.

Fleet Supervisor: Must possess a valid California Class A driver's license and have a satisfactory driving record.

Parking Coordinator: Must possess and maintain a P.O.S.T. approved Penal Code 832 certification as well as a CPR and First Aid within twelve months of appointment. A California Association of Code Enforcement (CACE) or Southern California Association of Code Enforcement Officers (SCACEO) certification as a Code Enforcement Officer is desirable.

Streets Maintenance Supervisor: Must possess the ability to obtain a valid California Class A driver's license within one year of appointment.

Physical Demands:

Must possess mobility to work in a standard office setting and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. May need to possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; physical stamina to perform maintenance repair work, work on uneven terrain and lift and carry equipment and materials weighing up to 60 pounds; vision to read printed materials and

a computer screen; and hearing and speech to communicate in person, over the telephone and a two-way radio.

Other Requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Parking Coordinator: Must be able to work variety of shifts including nights, weekends, and holidays.

Typical Working Titles included in this classification:

Supervisor/Professional/Coordinator I:

Administrative Services Coordinator
Adult Services Librarian
Airport Services Coordinator
Children's Services Librarian
Community Services Coordinator
Facilities Maintenance Supervisor
Fire Prevention Specialist I
Fleet Supervisor
Human Resources Specialist
Parking Coordinator
Parks Maintenance Supervisor
Recreation Marketing Coordinator
Reference Librarian
Senior Center Recreation Coordinator
Sports Recreation Coordinator
Streets Maintenance Supervisor
Tourism Coordinator
Volunteer & Events Coordinator
Youth Recreation Coordinator

Supervisor/Professional/Coordinator II:

Dispatch/Records Supervisor
Fire Prevention Specialist II

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.