

PUBLIC SERVICES SUPERVISOR

POSITION SUMMARY: This is a professional position and is primarily responsible for the planning, organizing, and supervising the operation and maintenance of infrastructure, including street, water distribution, sanitary collection, stormwater collection systems, and other associated assets and programs. This position exercises independent judgement, discretion, and demonstrates strong ethical, professional and service-oriented leadership. This position encourages teamwork, facilitates efficient and effective operations, and can be responsible for both contractual services and assigned employees. Employees in this position are required to provide proper coverage for all events.

SUPERVISION RECEIVED: Work is performed under the general supervision of the assistant director of public works—maintenance or designee.

SUPERVISION EXERCISED: Supervision is exercised over employees and contractors involved in infrastructure operation and maintenance activities.

ESSENTIAL JOB FUNCTIONS: *An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.*

1. Work cooperatively with the department head, assistant director of public works—maintenance, and staff to establish priorities, develop plans, and set goals of the public services department.
2. Plan, organize, schedule, direct, and coordinate the operation and maintenance activities of the street, water distribution, sanitary collection, stormwater collection, and solid waste systems, including all necessary labor, equipment, materials, and contracted services.
3. Conduct, monitor, and evaluate the operation of infrastructure. Perform condition assessments and ensure assets are functioning properly. Analyze and execute operational functions. Initiate, recommend, and improve new or improved practices.
4. Assist in analyzing and developing short and long range plans to meet needs in all areas of responsibility. Assist in the development of departmental organization, goals, programs, policies and procedures.
5. Coordinate schedules, set priorities, and direct the work of employees; provide timely coaching and performance evaluations; assist in selecting department personnel. Ensure proper labor relations and conditions of employment are maintained.
6. Identify employee development and training needs and ensure that training is obtained in a timely manner. Ensure that department staff has required certifications and licenses. Promote teamwork and facilitate a positive work environment that encourages creative thinking and sharing of information and ideas.
7. Participate in the preparation and administration of operational and maintenance budgets and inventory activities within area of supervision and according to established guidelines.
8. Develop bids, request for proposals, and contracts. Oversee contractors as necessary. Draft staff reports, make recommendations, and ensure compliance with contracts.

9. Investigate and resolve complaints and inquiries made by citizens, businesses, or other personnel. Evaluate and develop solutions to issues in a prompt and courteous manner.
10. Prepare various materials, reports, displays, resolutions, and ordinances and presents information to various groups, including City Council and various boards and commissions, and committees.
11. Develop, promote, and ensure adherence to appropriate safety rules, regulations and practices.
12. Perform related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: *The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

- A. An associate's degree and five years of work experience is required. Supervisory experience is preferred. An entrant into this classification who has not met the degree requirement must demonstrate acceptable progress toward attaining the degree in order to advance in the pay range. The degree requirement must be attained in order to advance to the top step of the pay range.
- B. Able to obtain and maintain Michigan S-1 Certification for water distribution systems within one year of hire. Additional qualifications may be required in addition to or substituted for the S-1 certification including National Association of Sanitary Service Companies (NASSCO) certifications, GIS certifications, MWEA Collection System Maintenance Certifications, or other certifications and licenses related to area of assignment.
- C. Enroll in the Michigan Public Service Institute and complete within the required time frame.
- D. Possess and maintain OSHA 30-hour Construction certification.
- E. Possess a valid Michigan motor vehicle operator's license. Able to possess and maintain a CDL-A if necessary.
- F. Knowledge of the principles and practices of operating and maintaining street, sanitary collection, storm water collection, and water distribution and solid waste systems. Knowledge of the equipment and tools used in infrastructure maintenance activities. Able to read and interpret blueprints.
- G. Excellent organizational skills and the ability to problem solve. Able to gather and analyze data. Able to understand the larger perspective and goals of the organization.
- H. Demonstrate skill in planning, organizing, scheduling, directing, and coordinating work activities. Proven knowledge of training and supervisory techniques and employee policies and procedures.
- I. Demonstrate the ability to think strategically, learn about diverse City operations, and processes, and perform budget analysis and business analysis work.
- J. Proficient in the use of modern office equipment and information technology including software applications related to areas of responsibility, and the ability to quickly learn other technology as required. Extensive knowledge of Microsoft Office programs. Able to understand and use work order management systems, GPS, and GIS applications.

- K. Demonstrate the ability to establish effective and cooperative working relationships and uses tact, good judgment and resourcefulness when working with superiors, associates, subordinates, other employees, other organizations, and the public.
- L. Able to communicate and present information effectively, both in verbal and written manner to varied audiences. Able to prepare, maintain, and present accurate records and reports.
- M. Proven ability to work effectively within deadlines, under stress, and with changing work priorities. Able to work any schedule as necessary to provide proper coverage for all emergencies and other events. This may include extended hours and alternate shifts.
- N. Able to work as a team and with minimum supervision. Possess self-supervising attributes and a positive, congenial attitude.
- O. Able to travel to various locations both in and out of state to receive additional training as deemed necessary.
- P. Stay informed of legislative, regulatory, and industry developments and current issues. Maintain cooperative relations with peer agencies and other governmental units. Continue education and professional growth by attending conferences, workshops, and seminars as appropriate.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.*

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to communicate with others and view and produce written documents. While performing the duties of this job, the employee works in the field, maintenance facility, and business office settings. The employee is occasionally exposed to excessively noisy, wet, humid, snowy, and hot or cold conditions, and is occasionally exposed to noxious odors, dust, particles, or other adverse environmental conditions. The employee is frequently required to sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must be able to lift and move items of moderate weight. Bending, twisting, and stooping are also requirements of the position. The employee may be exposed to uncontrollable environments, graphic scenes, and bio-hazardous or hazardous materials.

The employee frequently works near mechanical equipment and in excavations, confined spaces, and roadways. Work may involve working at various heights. The employee may enter residential, commercial, or industrial properties.

The employee is expected to work under deadlines with the potential for constant interruption and change. The employee must be able to perform manual labor for extended periods of time and under adverse climatic conditions. The employee is required to drive in inclement weather.

February 1993
Format Revised April 2005
Revised January 2008
Revised February 2018