



City of Lake Oswego, Oregon

Job Description

SUPPORT SERVICES SUPERVISOR

FLSA Status: Non-exempt

Salary Grade: 546

Union Representation: Non-represented

Job Code: 1200

Summary

Under direction, plans, directs and organizes the function of the programmatic section of support services within the Public Works Department, including, but not limited to supervising administrative support staff members, mechanics and other employees as determined by the Public Works Director. This section includes programs related to analysis, budget, administration, inventory control, purchasing, city beautification, asset management, and Motor Pool.

This position may also analyze programs, processes, procedures or related business issues in order to identify and recommend solutions to management and organizational problems. Provides moderately difficult to complex analytical services across organizational boundaries. Areas of focus may include budgetary/financial, operational efficiency, productivity, asset management and/or performance measurement. Utilizes in-depth knowledge of City, department and program activities and knowledge of "best practices" in the development of findings and recommendations.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Supervises staff including prioritizing and developing work plans, evaluating staff performance, monitoring progress on reports and projects, interpreting policies and procedures, establishing standards, making hiring and termination recommendations, making pay rate change recommendations and providing training and development for staff.
2. Oversees the administrative, motor pool, and utility locate program, including establishing policies and procedures as well as improving processes for managing assets and delivering services.
3. Performs a variety of research, analysis and administrative studies related to department and/or city-wide special projects including policy development, organizational improvement, and cost-benefit/feasibility studies.
4. Evaluates problem areas and uses available information to develop recommendations.
5. Summarize and presents recommendations or policy approaches for consumption by managers, elected officials and/or the public. When needed, present findings and recommendations in management, council and/or public meetings.

6. Conducts evaluations of implemented policy and management programs and provides progress reports.
7. Provides a lead role for special projects that may require analyses, financial planning, writing of Requests for Proposals, drafting contracts, presenting to Council, providing public outreach, managing contractors, and overseeing installation or construction.
8. Responds to request for information from the City Manager, City Council, boards, and other outside agencies including identifying information needed through reports or memorandums.
9. Provides a supporting role in the annual budget preparation for Public Works including determining services, allocation of resources, and monitoring of Public Works expenditures.
10. Performs other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Management theories and principles.
- Research and forecasting.
- Policy analysis and program evaluation.
- Organization and management analysis, work measurement, and work simplification.
- Practices and principles of local government management.
- Local government laws, policies, processes and procedures.
- Municipal budget process and procedures and financial management (if applicable).
- Local, state and federal emergency and risk management programs, laws, rules and regulations (if applicable).
- Practices and principles of risk management and emergency management (if applicable).
- Project management principles.
- Expert knowledge of English grammar, spelling and usage.
- Working knowledge of basic mathematical and statistical principles.
- Personal computers and related software applications.

Skills and Abilities to:

- Apply management theories and practices.
- Conduct in-depth financial, policy and organizational analysis/research and prepare detailed reports.
- Apply organizational improvement and efficiency concepts and theory.
- Assist with the implementation of revised or new programs and procedures.
- Effectively manage and evaluate programs and projects.
- Interpret and apply department/program information in making work decisions or in providing information to others.
- Present and promote projects to various organizations, staff and City officials.
- Work independently with only general direction. Maintain composure in stressful situations.
- Prepare budgets and track expenditures.
- Provide good customer service.
- Comply with safety requirements of the position and actively promote safe work practices.
- Communicate effectively with coworkers, management, elected officials and the general public, and display excellent interpersonal skills and awareness of controversial and/or sensitive issues.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with Master's degree in Business or Public Administration, or a related field, and two years in a related field or an

equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director **Date**

Human Resources Director **Date**

Employee **Date**

This job 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 job change.