

DRAFT – September 24, 2018

OPERATIONS JOB FAMILY – OPERATIONS SUPERVISOR

JOB FAMILY CONCEPT: The Operations job family is responsible for general business, auxiliary, or unit support activities. Operations roles provide routine direct and indirect operational services to the University community. This job family may require the department or unit to generate revenue.

OPERATIONS SUPERVISOR

The **Operations Supervisor** role plans, supervises, and participates in general operations or a related operational service specialty area. Provides staff supervision to include scheduling work, managing performance, identifying training needs, and providing input on hiring. Inspects work and ensures compliance with policies, regulations and codes. This role is typically designated as essential personnel.

The **Operations Supervisor** role is distinguished from the **Operations Specialist** role in that the primary focus is on supervision of operation units and employees.

OPERATIONS SUPERVISOR 1

Typical Functions

- Performs functions of the Operations Specialist, in addition to overseeing and assigning the work of others in an operations unit.
- Recommends personnel actions, trains employees, manages work schedules, monitors overtime and approves time sheets.
- Serves as an expert resource, provides technical guidance, and oversees projects and assignments.
- Reviews and evaluates requests.
- Oversees and inspects in progress and completed work to ensure standards are met.
- Processes and completes project and work orders.
- Inspects, identifies and assists to correct unsafe conditions, ensures safety procedures are followed, and reports workplace incidents.
- Produces various reports.
- Develops and monitors operating policies and procedures.
- Maintains equipment and ensures adequate levels of supplies.
- Monitors expenditures.
- May develop and monitor operations, maintenance and cleaning procedures and policies.

Complexity and Decision Making Authority

Refers complex situations and conditions to immediate supervisor.

Knowledge, Skills, and Abilities

Knowledge of relevant operations. Knowledge of safe work practices. Effective communication skills. Ability to lead and coordinate work efforts. Knowledge of applicable standards for area of work. Basic computer skills.

Education/Experience

High school diploma and three years progressively responsible relevant experience, or an equivalent combination of education, training, and experience.

DRAFT – September 24, 2018

License/Certification

May require the ability to obtain and maintain a valid driver's license.

OPERATIONS SUPERVISOR 2

Typical Functions

- Oversees and assigns the work of others in multiple operations units.
- Supervises, motivates, trains, manages personnel including performance management, and recommends personnel actions.
- Provides input toward long-term operational goals and improvements.
- Ensures compliance with applicable rules, procedures, and regulations.
- Orders materials for special projects.
- Works with external stakeholders to complete projects.

Complexity and Decision Making Authority

Makes decisions on day-to-day operations.

Knowledge, Skills, and Abilities

Advanced knowledge of relevant operations. Effective oral and written communication skills. Excellent customer service skills. Basic computer skills. Ability to make effective recommendations. Ability to supervise. Ability to build and maintain key relationships.

Education/Experience

High school diploma and five years progressively responsible relevant experience, or an equivalent combination of education, training, and experience.

License/Certification

May require the ability to obtain and maintain a valid driver's license.