

Supplemental Services Supervisor
New Hanover County Schools

Job Description

Class: Administrative
Division: Operations
Dept: Maintenance Operations

TITLE: Supplemental Services Supervisor

QUALIFICATIONS:

1. Bachelor's degree in business administration, architecture, industrial management, or related field or an equivalent combination of education and experience.
2. Five to six years' experience overseeing multiple trade areas in a maintenance operations setting.
3. Valid North Carolina driver's license.

REPORTS TO: Director of Maintenance Operations

JOB GOAL: To oversee and manage the daily activities of the Supplemental Services Division within the Maintenance Operations Department and to supervise staff within the Supplemental Services Division. To assist the Director of Maintenance Operations in his/her capacity as Director.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Follow all rules and procedures as required by Maintenance Operations, and ensure staff follows departmental procedures and New Hanover County Schools' policies in accordance with local, state, and federal guidelines.
2. Interpret data and reports and make recommendations for improvement to and/or replacement of systems, instruments, and equipment to ensure effective and efficient operations of district assets.
3. Develop long-range strategic plans to ensure maintenance requirements are accomplished.
4. Assume responsibility for managing all services related to supplemental services trades while providing technical assistance when needed.
5. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
6. Continuously work on process improvement and department efficiencies to include recommendations to improve methods, equipment performance, overall work quality and use of equipment.
7. Lead projects and personnel in problem-solving, operations management, and team building; oversee other employees and/or contractors in preventative and predictive maintenance; provide scopes for maintenance contracts.
8. Read and understand blueprints, diagrams, mechanical specifications, and sketches, and develop scopes of work and estimates for complex mechanical systems.

9. Manage activities of foreman and technician staff to include evaluation and recommendations for recognition and discipline, overall performance management, training and development; proactively analyze and resolve work issues; and develop incentive and retention plans to best achieve Maintenance Operations goals.
10. Prepare and submit to the Director of Maintenance Operations weekly work summary reports, along with periodic and special reports as needed.
11. Serve as technical advisor to management on building operation and maintenance issues relating to areas of expertise.
12. Research new operational methods, techniques, and equipment and recommend application(s).
13. Willing to be on-call in case of emergency.
14. Perform related duties and responsibilities as requested by the Director of Maintenance Operations.

The above statements describe the general nature and level of work being performed by individuals assigned to this job. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so employed.

Terms of Employment: Twelve-month work year/At Will/FLSA Exempt

Starting Salary and/or Grade: SA II

Evaluation: Performance of this job will be evaluated in accordance with provisions of the Board and local policy on evaluation of personnel.

Knowledge, Skills and Abilities:

- Management skills to analyze programs, policies, and operational needs.
- Demonstrate functional knowledge of and ability to interpret, explain, enforce and apply pertinent federal, state, and local laws, codes, and regulations.
- Demonstrate considerable functional knowledge of the practices, methods, materials, and equipment used in the maintenance and repair of facilities
- Considerable computer skills, including functional knowledge of spreadsheets and databases.
- Functional knowledge of the practices, procedures, materials, and equipment used in construction trades.
- Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, recommend the best options, and implement approved solutions supporting organizational goals.
- Ability to research, analyze and evaluate service delivery methods and techniques.
- Demonstrate strong verbal and written communication skills along with strong math, organizational, and analytical skills.
- Ability to exceed all targets by demonstrating high energy and extraordinary, natural leadership.
- Ability to be an aggressive self-starter to naturally aspire to surpass benchmarks, exceed goals, and understand team results are directly affected by passion, commitment, resourcefulness, resilience, and leadership.
- Superior relationship-management skills in order to excel at developing, inspiring, and influencing others without sacrificing accountability.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of the job.