

**Supplemental Services Supervisor  
New Hanover County Schools**

**Job Description**

**Class: Administrative**  
**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. At least five years' experience with supplemental services including supervisory responsibilities.
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 Department in his/her capacity as Director.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

1. Follow all rules, regulations and procedures as required by Maintenance Operations, and ensure staff follows departmental procedures and New Hanover County Schools' policies.
2. Utilize computer hardware and software to manipulate and manage data and databases, such as vehicle database information for vehicles assigned to Maintenance Operations, relevant to the work the Maintenance Operations Department's staff performs.
3. Demonstrate strong leadership and supervision for the Supplemental Services Division utilizing superior analytical and organizational skills and attention to detail. Evaluate staff performance.
4. Respond to and resolve difficult and sensitive inquiries and concerns from the organization's staff.

5. Evaluate work activity of the Supplemental Services Division by review of custodial and carpentry programs, safety and hazardous waste programs, air quality programs, and other activities such as Uniform Service and Retention Pond contract compliance, rental of dumpsters, license renewals, and telephone and computer requests; adherence to budget; timely and comprehensive processing of information; and communication with staff.
6. Serve as a resource for the Director of Maintenance Operations for the Supplemental Services Division during goal setting; budget preparation; need assessment; program evaluation and analysis; contract preparation or amendment; monitor and maintain transfer of projects.
7. Provide daily leadership and work with staff to ensure high performance, a customer-oriented work environment that supports achieving the organization's mission, objectives and values regarding team building and employee empowerment; apply improvement and quality management principles to assigned areas of responsibility.
8. Participate in the long-term planning to assess the department's future purchasing needs; assist with preparing an operating budget and make recommendations; authorize the purchase of materials, tools, equipment, and supplies; monitor work activities and expenditures to control costs; maintain inventory.
9. Assist with developing specifications for projects and contracts. Monitor the performance of contracted services; monitor payments to contractors.
10. Research new operational methods, techniques, and equipment, and recommend application(s).
11. Schedule, coordinate, and supervise the work of personnel engaged in the work of the custodial program and carpentry program; ensure complete and accurate inventory of shop and truck materials, supplies, tools, and equipment used in the construction, maintenance, and repair of the organization's facilities.
12. Instruct and provide for the training of staff in work methods, use of tools and equipment, and relevant safety precautions. Ensure proper protocol for removal of surplus equipment.
13. Prepares and submits to the Director of Maintenance Operations weekly work summaries and reports and, as needed, other periodic and special reports.
14. Assumes on-call responsibilities, as needed, in cases of emergency.
15. Perform related duties and responsibilities as requested by the Director.

*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:**

- Demonstrate functional knowledge of school maintenance operations, filing systems, and the proper handling, retention, and storage of records; knowledge of modern principles and practices of program and budget administration, organization, supervision, and control.
- Demonstrate functional knowledge of principles of supervision, training (including safety), and performance evaluations.
- Management and supervisory skills to effectively manage a Supplemental Services Division.
- Analytical and communication skills needed to evaluate accurately and arrive at appropriate conclusions for the Maintenance Operations Department. Ability to analyze problems, identify alternative solutions, project consequences of proposed actions, recommend best alternative options, and implement approved solution in support of goals.
- Mathematical, statistical, and accounting skills necessary for the collection, manipulation, interpretation, and presentation of relevant data; ability to prepare clean and concise administrative and financial reports.
- Communication skills to effectively maintain good working relationships and to convey ideas with clarity and precision.
- Ability to interpret, explain, enforce, and apply federal, state, and local policies, laws, and regulations.
- Ability to analyze and solve problems; observe and correctly interpret situations; and work under pressure with constant deadlines and interruptions.
- Physical ability (able to exert up to 20 pounds of force occasionally) and dexterity to perform the duties and responsibilities of this job.