

ENGINEERING/ARCHITECTURAL SUPERVISOR

Schematic Code 16105 (31000082)

I. DESCRIPTION OF WORK

Positions in this banded class perform supervision of a component or multiple components of an engineering or architect program. They are typically responsible for serving as a supervisor and engineering/architect program authority in an organization, or component of an organization. Positions in this class may assist program leadership with administrative duties such as planning, organizing and managing daily operations, quality assurance, human resource management functions, and staff development. Positions in this class may provide technical expertise and supervision in the area of assignment.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level perform engineering/architect supervisory functions and provide technical expertise for a single organization or unit with a unique area of assignment. They exercise a high level of independent decision-making. Positions may perform training functions for their individual area of assignment, review work of assigned staff, assist with interviewing and selecting staff, interpret and provide input into standard operating policies and procedures, and resolve minor discipline and other employee relations issues.</p>	<p>Positions at this level perform engineering/architect supervisory functions and provide technical expertise for a unit(s) or organization, with a broader scope and/or multiple levels of professional, paraprofessional, technical or skilled staff. They exercise a high level of independent decision-making with greater organizational significance. Positions manage personnel administration of designated unit or section, interpret and provide input into the governing body and unit standard operating policies and procedures, and resolve discipline and other employee relations issues. They may establish and coordinate training efforts or programs that will become a part of general operating policy and procedure</p>	<p>Positions at this level perform engineering/architect supervisory functions and provide technical expertise over multiple organizational units or a specific region/division of an organization. They exercise a high level of independent decision-making affecting multiple service areas and/or departments/units with impact or affecting long-term development of programs and projects. Positions are generally responsible for ensuring efficient operations and adherence to policy and procedures. They may be responsible for the coordination of resources in area of assignment in response to customer service needs.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Professional	Knowledge of professional engineering/architect theory, techniques, practices and procedures; knowledge of the area of engineering/architect assignment and skills in applying this knowledge in a review; knowledge of state and federal rules and regulations governing the program; knowledge of agency/university practices, procedures and principles.
Program Supervision and Administration	Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Ability to provide fiscal oversight. Ability to apply knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others.
Critical Thinking	Ability to think critically including questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to assess and interpret work. Ability to develop, evaluate, implement and modify work. Ability to make accurate decisions.
Change Management	Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.
Communication	Ability to effectively communicate agency/university mission and objectives. Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Note: Not all competencies apply to every position/employee; evaluate only those that apply. Competency statements are progressive.

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Professional

Knowledge of professional engineering/architect theory, techniques, practices and procedures; knowledge of the area of engineering/architect assignment and skills in applying this knowledge in a review; knowledge of state and federal rules and regulations governing the program; knowledge of agency/university practices, procedures and principles.

Contributing	Journey	Advanced
<p>General knowledge of professional engineering/architect theory, techniques, practices and procedures; skilled in applying this knowledge.</p> <p>Ability to apply general knowledge of local, state and federal rules/regulations governing the area of work.</p> <p>Ability to apply general knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign duties, manage expectations, deal effectively with difficult employees, and evaluate performance. May require ability to assist or conduct investigations and participate in disciplinary actions. General knowledge of state government’s human resources policies and procedures, relevant to job duties.</p> <p>General knowledge of applicable information technology, and the impact of work with other systems and programs.</p>	<p>Full knowledge of professional engineering/architect theory, techniques, practices and procedures; skilled in applying this knowledge.</p> <p>Ability to apply comprehensive/considerable knowledge of local, state and federal rules/regulations governing the area of work.</p> <p>Ability to apply considerable knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, manage expectations, deal effectively with difficult employees, and evaluate performance. May require ability to assist or conduct investigations and participate in disciplinary actions. Working knowledge of state government’s human resources policies and procedures, relevant to job duties.</p> <p>Ability to apply considerable knowledge of applicable information technology, and the impact of work with other systems and programs.</p> <p>Basic knowledge of strategic planning methodologies and practices.</p> <p>Knowledge and ability to manage budgets/contracts of limited scope and complexity including resources such as budget, personnel, and equipment within timelines.</p>	<p>Thorough knowledge of and ability to interpret professional engineering/architect theory, techniques, practices and procedures, organizational structure, and/or extraneous factors or implications; skilled in applying this knowledge.</p> <p>Ability to apply thorough knowledge of and may interpret local, state and federal rules/regulations governing the area of work.</p> <p>Ability to apply thorough knowledge of supervisory practices and skill in supervising others, including communication skills, how to delegate and assign work, how to deal effectively with difficult employees, how to evaluate performance and to conduct investigations and participate in disciplinary actions. Ability to mentor new supervisors. Full knowledge of state government’s human resources policies and procedures, relevant to job duties.</p> <p>Ability to apply thorough knowledge of applicable information technology, and the impact of work with other systems and program.</p> <p>Considerable knowledge of strategic planning methodologies and practices.</p> <p>Knowledge and ability to manage budgets/contracts of some scope and complexity including resources such as budget, personnel, and equipment within timelines.</p>

Program Supervision and Administration

Ability to establish expectations and clear direction to meet goals and objectives. Ability to motivate and engage employees through effective communication. Ability to provide fiscal oversight. Ability to apply knowledge of appropriate policies and procedures for recruiting, selecting, developing, counseling, disciplining, and evaluating performance of employees to retain a diverse workforce. Ability to administer and ensure compliance with human resources policies and procedures. Ability to observe and assess work. Ability to provide feedback. Ability to provide technical supervision of staff. Ability to develop plans for employees to gain necessary knowledge, skills, and abilities to successfully perform their duties. Ability to assign work and to establish work rules and acceptable levels of quality and quantity of work. Ability to review work and evaluate performance of others.

Contributing	Journey	Advanced
<p>Ability to assess employee competencies and participates in/may conduct performance management reviews. Coach and mentor staff in competency and career development.</p> <p>Ability to plan and assign work. Ability to implement operational goals and objectives for the work unit. Ability to address issues of employee performance and work quality.</p> <p>Ability to identify work process and procedural issues; may require ability to recommend improvements.</p> <p>Ability to review work to ensure compliance with standards and requirements; guides staff in providing appropriate documentation to support conclusions. May require ability to conduct and prepare work and written reports.</p> <p>Ability to provide oversight of budget administration as it relates to area of assignment.</p>	<p>Ability to conduct performance management reviews. Ability to coach and facilitate the enhancement of employee competencies as appropriate to the needs of the work unit.</p> <p>Ability to define and implement operational goals and objectives for the work unit. Ability to manage resources effectively to provide for employee training and growth, to meet the operational goals and objectives.</p> <p>Ability to address work process and procedural issues for the unit or area of specialty.</p> <p>Ability to review and approve work, often of moderate complexity. May have approval authority.</p> <p>Ability to provide oversight of budget administration as it relates to area of assignment. Ability to ensure that fiscal rules and regulations are interpreted correctly.</p>	<p>Ability to manage the competencies of total staff. Seek sources and opportunities for employee training and growth.</p> <p>Ability to direct the management of program and staff resources. Ability to involve employees in strategic planning and implementation and in the development of policies and procedures in the area of assignment.</p> <p>Ability to develop strategies to improve quality of service, performance, and budgetary/operational efficiency.</p> <p>Ability to review and approve work often regarding more complex or unique issues. May have approval authority.</p> <p>Ability to provide fiscal oversight for area and may be involved in full cycle budget creation and implementation for agency/university. Ability to ensure that fiscal rules and regulations are interpreted correctly, internal and external to the area of assignment.</p>

Critical Thinking

Ability to think critically including questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity. Ability to assess and interpret work. Ability to develop, evaluate, implement and modify work. Ability to make accurate decisions.

Contributing	Journey	Advanced
<p>Ability to make determinations based on facts. Ability to identify problems, reports potential problems, and assesses options. Ability to recommend solutions in less complex situations.</p> <p>Ability to evaluate work and/or determine compliance with local, state and federal rules/regulations and standards. Ability to identify problems, reports potential problems, and assesses options.</p> <p>Ability to identify risk impact on program policy and procedure issues.</p> <p>Ability to demonstrate the methodical and logical approach to addressing engineering/architecture design needs.</p>	<p>Ability to analyze moderately complex situations. Ability to recommend solutions and options; ability to alert leadership to impact on program.</p> <p>Ability to recognize problematic processes and procedures affecting operational or physical product. Ability to recommend response to a moderately complex situation based on application/determination of local state and federal rules/regulations and standards. May require ability to implement response to a situation based on interpretation of local, state and federal rules/regulations and standards.</p> <p>Ability to recommend modifications to program policy and procedures to minimize risk.</p> <p>Ability to weigh alternatives in addressing engineering/ architecture design issues considering the opinions, facts, and tangible/ intangible factors.</p>	<p>Ability to manage complex work situations. Ability to anticipate potentially problematic situations; resolves unusual problems.</p> <p>Ability to develop solutions to unique problems and situations. Ability to implement response to a situation based on interpretation of local, state and federal rules/regulations and standards.</p> <p>Ability to ensure implementation of program policy and procedure changes to reduce risk.</p> <p>Ability to apply innovative solutions and/or engineering/architecture designs where appropriate.</p>

Change Management

Ability to plan and implement change initiatives. Ability to support innovation and creativity by encouraging staff to accept and resolve challenges. Ability to remain flexible to meet constantly changing and sometimes opposing demands.

Contributing	Journey	Advanced
<p>Ability to communicate and implement new policies and procedures. Ability to demonstrate comprehension of change management strategies and principles.</p>	<p>Ability to lead a transition from old to new programs at the unit level. May require ability to participate in the development and implementation of new rules, policies and/or procedures.</p>	<p>Ability to lead and direct the development and implementation of new rules, policies and/or procedures. May require ability to participate in the development and implementation of vision and mission statements.</p>

Communication

Ability to effectively communicate agency/university mission and objectives. Ability to present information effectively in a manner suited to the characteristics and needs of the audience. Ability to convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message. Ability to listen and respond appropriately to others.

Contributing	Journey	Advanced
<p>Ability to communicate with individual work units, organization, external customers, and the public on program elements and/or engineering/architect resources. Ability to update existing communications. Ability to disseminate information on changes in policies, procedures, and protocols.</p> <p>Ability to prepare and organize written reports according to standards and requirements; may require ability to review written reports; Ability to guide staff in providing appropriate documentation to support conclusions.</p> <p>Ability to understand working relationships with co-workers and others in order to achieve work goals.</p> <p>Ability to understand the perspectives and opinions of others internal and external to the program.</p>	<p>Ability to communicate moderately complex programmatic information or engineering/architect considerations internal or external to the organization. May require ability to interpret rules and regulations internal to the organization. May require ability to serve as a technical resource in developing response to the media.</p> <p>Ability to review and approve written reports, often of moderate complexity. Ability to ensure that rules and regulations are interpreted correctly.</p> <p>Ability to develop contacts and relationships with interested parties in achieving work goals.</p> <p>Ability to adjust approach in response to the perspectives and opinions of others internal and external to the program.</p> <p>May require ability to serve as representative to the media for a particular area/discipline or act as an expert.</p>	<p>Ability to communicate major and/or complex situations and actions, internal and external to the organization. Ability to interpret rules and regulations internal and external to the organization. Ability to serve as a technical resource in developing response to the media.</p> <p>Ability to review and approve more complex written reports or unique issues and ensures effective articulation of written conclusions. Ability to ensure that rules and regulations are interpreted correctly, internal and external to the organization.</p> <p>Ability to develop and maintain professional working relationships in complex and/or difficult situations in order to achieve work goals.</p> <p>Ability to seek appropriate input from others, internal and external to the program, prior to developing new policies and procedures.</p> <p>May require ability to act as representative to the media or act as an expert.</p>

V. MINIMUM TRAINING & EXPERIENCE

Engineer Supervisor: Bachelor’s degree in the engineering discipline related to the area of assignment and two years of related engineering experience; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Architect Supervisor: Bachelor’s degree related to the area of assignment and two years of related experience; or equivalent combination of training and experience. Licensed to practice architecture or landscape architecture by the North Carolina Board of Architecture or the North Carolina Board of Landscape Architects. All degrees must be received from appropriately accredited institutions.

Note: This is a generalized representation of positions in this class and is not intended to identify essential work functions per ADA. Examples of competencies are primarily those of the majority of positions in this class, but may not be applicable to all positions.