

UTILITIES PLANT OPERATIONS SUPERVISOR

Schematic Code 17903 (31000228)

I. DESCRIPTION OF WORK

Positions in this banded class are responsible for the overall management of complex utility plants. Positions in this class direct, manage, supervise and coordinate facilities, services, activities and operations including staff and operations supervision; analyze and interpret rules and regulations; develop and implement processes, policies, and procedures; ensure compliance with applicable rules, regulations, contracts, processes, policies, procedures, codes and licenses; develop and manage budgets, reports and training programs; create and implement long range and strategic plans; evaluate and manage current projects and determine future project needs; and prepare emergency action and contingency plans.

II. ROLE DESCRIPTIONS BY COMPETENCY LEVEL

Contributing	Journey	Advanced
<p>Positions at this level prioritize critical and non-critical projects or operations. Positions plan and perform the administration of multiple activities/functions, operations and projects. Positions are responsible for defining objectives, priorities and deadlines, and overall outcome and safety. They assess and recommend projects, plans, and changes. They ensure compliance with regulations, codes, and collective bargaining agreement. Positions are responsible for evaluation of operator staff activity and personnel functions.</p>	<p>Positions at this level plan and perform the administration of multiple, complex operations activities/functions. Positions are responsible for defining objectives, priorities and deadlines, and overall outcome and safety of the unit. They serve as a specialist or expert resource. Positions assess and develop projects, plans, and changes. They ensure compliance with regulations, codes. Positions resolve project issues, perform budget management and may develop budgets.</p>	<p>Positions at this level are responsible for operations of complex and large plants. Positions administer and/or authorize expenditures and obligations. They develop processes, long range and strategic plans, and participate in planning organization wide. Positions develop and assess projects, and implement plans based on assessment. They are accountable for the overall outcome of the unit and for compliance with regulations, codes, and health and safety rules and regulations.</p>

III. COMPETENCIES

Competency	Definition
Knowledge - Technical	Technical knowledge and skill in a specific technical area(s) and ability to keep up with current developments and trends in areas of expertise.
Operations Management	Ability to provide oversight for all activities to include quality assurance and safety; ability to coordinate and manage facilities, equipment, supplies and related resources; ability to monitor environmental risks, if any and quality control; ability to establish tasks and activities associated with an intended outcome and timeline; ability to ensure actions are performed and/or implemented to achieve results.
Safety and Health Compliance	Ability to understand applicable policies and procedures and maintain conditions that ensure a healthy and safe working environment.
Human Resources Management	Ability to recruit, select, develop, counsel, discipline, and evaluate 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; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and supports employees in career development opportunities.
Financial Administration - Budget	Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.

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

IV. COMPETENCY STATEMENTS BY LEVEL

Knowledge – Technical

Technical knowledge and skill in a specific technical area(s) and ability to keep up with current developments and trends in areas of expertise.

Contributing	Journey	Advanced
<p>Knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s).</p> <p>Considerable knowledge of operation, design and maintenance procedures of applicable equipment.</p> <p>Knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models.</p>	<p>Considerable knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s).</p> <p>Thorough knowledge of operation, design and maintenance procedures of applicable equipment.</p> <p>Considerable Knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models.</p>	<p>In-depth knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s).</p> <p>In-depth knowledge of operation, design and maintenance procedures of applicable equipment.</p> <p>Through knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models.</p>

Operations Management

Ability to provide oversight for all activities to include quality assurance and safety; ability to coordinate and manage facilities, equipment, supplies and related resources; ability to monitor environmental risks, if any and quality control; ability to establish tasks and activities associated with an intended outcome and timeline; ability to ensure actions are performed and/or implemented to achieve results.

Contributing	Journey	Advanced
<p>Ability to direct, plan, supervise and manage a unit involving multiple operations and projects. Ability to monitor budget and schedule.</p> <p>Knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations.</p> <p>Ability to identify (and may require ability to resolve or make recommendations for) standard problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure.</p> <p>Ability to perform supervisory and training activities; ability to recruit staff that meet required competencies; ability to work with employees to identify training needs and recommends developmental activities including employee safety, selection and development of employees, employee counseling and motivation and salary administration.</p> <p>Knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.</p>	<p>Ability to direct, plan, supervise and manage a complex unit involving multiple operations and projects. Monitors budget. Develops and implements work schedules.</p> <p>Thorough knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations.</p> <p>Ability to identify (and may require ability to resolve or make recommendations for) non-standard/more complex problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure.</p> <p>Ability to identify, evaluate and implement improved work practices and processes and evaluates performance.</p> <p>Considerable knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.</p>	<p>Ability to direct multiple, large and/or complex units involving various operations and projects. Develops and implements budget. Develops and resolves schedule issues.</p> <p>In-depth knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations.</p> <p>Ability to identify resolves and make recommendations for non-standard/more complex problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure. Ability to troubleshoot and evaluate options; ability to choose appropriate action by considering potential outcomes.</p> <p>Ability to provide leadership, direction and performance management.</p> <p>Thorough knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.</p>

Safety and Health Compliance

Ability to understand applicable policies and procedures and maintain conditions that ensure a healthy and safe working environment.

Contributing	Journey	Advanced
<p>Ability to follow industry or specific guidelines, particularly as they relate to safety, health and environmental practices and regulations.</p> <p>Ability to ensure detailed operational and safety procedures are followed and compliance with regulatory agencies/standards.</p> <p>Ability to use appropriate protective equipment following established protocols.</p> <p>Ability to follow appropriate post-emergency procedures.</p>	<p>Ability to identify and inform supervisor of potential safety problems and hazards. Ability to ensure detailed operational and safety procedures are followed and compliance with regulatory agencies/standards.</p> <p>Ability to apply applicable regulations, codes to enhance work unit processes and procedures.</p> <p>Ability to determine appropriate protective equipment based on established standards.</p>	<p>Ability to be independently responsible for the safe and efficient management and operation of the most complex utility plants.</p> <p>Ability to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action.</p> <p>Ability to determine appropriate protective equipment based on established standards.</p> <p>Ability to regularly assess site and shop operations for safety.</p>

Human Resources Management

Ability to recruit, select, develop, counsel, discipline, and evaluate 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; may require ability to provide technical supervision; ability to develop knowledge, skills, and abilities of employees; ability to plan for and supports employees in career development opportunities.

Contributing	Journey	Advanced
NA	<p>Ability to understand and follow Departmental and University policy/procedure for matters in Employment, Payroll, Benefits, Employee Relations, Classification, Compensation, Salary Administration, and Training Development. (Examples include, but are not limited to: time records, recruitment and selection, performance management, and works compensation.)</p> <p>Ability to complete and oversee administrative responsibilities associated with these areas.</p> <p>Ability to enforce necessary policy and procedure, providing instruction and guidance for technicians when needed.</p>	<p>Ability to interpret Departmental and University policy/procedure for matters in Employment, Payroll, Benefits, Employee Relations, Classification, Compensation, Salary Administration, and Training Development. (Examples include, but are not limited to: time records, recruitment and selection, performance management, and works compensation.)</p> <p>Ability to review administrative responsibilities associated with these areas and exercise delegated authority for personnel administration.</p> <p>Ability to enforce necessary policy and procedure, providing instruction and guidance for other supervisors when needed.</p>

Financial Administration – Budget

Ability to plan and monitor the use of expenditures to meet organizational objectives and compliance; ability to prepare budget documents and reports.

Contributing	Journey	Advanced
<p>May require ability to keep detailed records to track expenditures and receipts. Use appropriate tools to track or report work expenses.</p> <p>Ability to follow purchasing and procurement guidelines.</p> <p>Ability to demonstrate a basic understanding of the organization’s budget process. Ability to monitor and enforce scheduling hours for budgetary purposes.</p>	<p>Ability to follow budget guidelines and stays within budget.</p> <p>Ability to identify and monitor most cost-effective use of resources.</p> <p>Ability to make sound decisions on procurement of equipment/supplies.</p>	<p>Ability to consider the business needs of the organization when requesting state or federal funds.</p> <p>May require ability to analyze fiscal/budget reports; ability to demonstrate an understanding of state and department/office budget procurement regulations.</p> <p>Ability to provide rationale to management for budget needs; ability to adjust expenditures as appropriate or directed.</p> <p>Ability to understand and apply financial planning strategies to develop budget.</p>

V. MINIMUM TRAINING & EXPERIENCE

High school diploma or equivalency and four years of experience in applicable utility operations, of which one year is supervisory; or equivalent combination of training and experience. Requires certification(s).

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.