

Classification description



Title: Senior Setup Supervisor
Classification Title: Service Supervisor II
Job Code: 1310
Pay Range: 535
FLSA Status: Exempt – Executive/Supervisory

Employee Group: Non-represented
Established:
Revised: May 2007; Jan. 13, 2020
EEO Category: Officials and Administrators

DESCRIPTION

Supervise and coordinate the activities of set-up supervisors and the staff involved in custodial services and event set-up and tear-down. Implement appropriate policies, programs and services to ensure effective utilization of resources and regulatory compliance.

Duties and Responsibilities

1. Supervises, prioritizes, assigns, and reviews the work of staff involved in custodial services and the set-up, tear-down and clean-up of events.
2. Plans and prepares employee work schedules; assists in establishing work schedules and methods for the set-up of events.
3. Performs and assists with cleaning duties and event set-ups and tear-downs.
4. Meets, and coordinates work with clients, promoters, exhibitors, vendors and contractors.
5. Coordinates activities with other departments to ensure services are appropriate and performed in an efficient and timely manner.
6. Maintains department supplies and equipment; orders supplies, materials and equipment as needed.
7. Provides ongoing inspection of building and grounds; identifies building needs and initiates corrective action.
8. Supervises, assigns, and reviews the work of set-up supervisors; assists department management to achieve departmental goals through the leadership of subordinate supervisors.
9. Provides leadership and guidance regarding supervision of custodial/set-up staff.
10. Manages inventory of supplies, materials and equipment.
11. Coordinates the work of department employees to ensure effective and efficient use of resources; ensures work is performed according to, and within, budget.
12. Assists department management to achieve departmental goals through the leadership of subordinate supervisors.
13. Ensures work is performed in compliance with codes, ordinances, regulations, and other requirements, including but not limited to, Leadership in Environmental and Energy Design Certification (LEED), and OSHA.
14. Assists in formulating labor and material billings for events.

It is the responsibility of all Metro employees to:

1. Actively participate on committees and/or attend meetings as assigned.

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2. Fulfill Metro's core values of public service, excellence, teamwork, respect, innovation and sustainability. This includes, but is not limited to:
 - Build and maintain positive relationships and contribute to a positive team atmosphere; engage others in ways that foster respect and trust
 - Encourage and appreciate diversity in people and ideas – seek to understand the perspectives of others
 - Provide excellent customer service – assist the public, public officials and agency partners, and other employees in a professional and courteous manner with the goal of meeting or exceeding expectations
 - Practice continuous improvement - research new possibilities, contribute ideas and stay current in field of work
 - Demonstrate sustainable practices in applicable field and generally for resource use and protection
 - Work assigned schedule (if applicable); exhibit regular and predictable attendance
 - Practice safe work habits
 - Comply with Metro and Metro's visitor venues policies, procedures and applicable work rules; applicable law and collective bargaining agreements as appropriate
3. Perform assigned duties during an emergency situation.
4. Perform other duties as assigned.

JOB SPECIFICATIONS

Education/Licensing and Experience

- A minimum of three (3) years of experience in custodial or set-up work in a similar facility, and
- A minimum of two (2) years of lead or supervisory experience, and
- A High School Diploma or G.E.D.; or
- Any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities
- Current and valid driver's license issued in the state of residence
- May be required to obtain a current and valid forklift certification

Knowledge, Skills and Abilities

- Materials, methods, practices and equipment used in custodial services and event set-up and clean-up services
- Pertinent Federal, State and local laws, codes and regulations that affect and impact department
- Guide and motivate staff, including skill in coaching subordinate supervisors in dealing with employee issues
- Work effectively with information management systems, and adapt quickly to system changes and updates
- Analyze information and use logic to resolve issues and problems

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- Read and interpret schematics, drawings and blueprints
 - Manage staff and resources in an effective and efficient manner
 - Establish and maintain cooperative working relationships with all persons contacted in the course of work
 - Communicate clearly and concisely, both orally and in writing
 - Prioritize and multi-task; must be organized and flexible to change course of work/projects as circumstances dictate

SUPERVISION RECEIVED

The position reports to the Director of Operations

SUPERVISION EXERCISED

This position achieves success through subordinate supervisors, by ensuring they have the necessary leadership and tools to achieve success. The incumbent is responsible to carry out the full spectrum of management responsibilities in accordance with the agency's policies and applicable laws, and ensure subordinate supervisors also carry out supervisory duties appropriately. Responsibilities include hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

Standard office equipment is used

WORK ENVIRONMENT

Work nights, weekends and holidays. Continuously required to stand and/or walk for extended periods of time; perform repetitive motions of hands and wrist; hear and/or respond to verbal/audio cues; see and/or respond to visual cues; lift, push, pull and/or carry objects up to 10 pounds. Frequently required to lift, push, pull and/or carry objects up to 25 pounds; work near or around moving mechanical parts. Occasionally required to stoop, kneel, crouch or crawl; twist and/or bend; reach with hands and arms; exposed to outdoor weather conditions; exposed to blood or other human bodily fluids. Rarely required to sit for extended periods of time; climb and/or balance; lift, push, pull and/or carry objects up to 100 pounds; exposed to toxic or caustic chemicals; fumes or airborne particles.

The classification description indicates the general nature and level of work of positions grouped within this classification; it is not intended to be a comprehensive inventory of all duties and responsibilities, job specifications, work environment or other characteristics of a specific position. The classification description is not an employment agreement between the employee and Metro or Metro's visitor venues and is subject to change by Metro. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.