

Title: Service Supervisor I, II, III, IV
Department: Varies
Job Code: 1300, 1310, 1320, 1330
Pay Range: FE, HE, KE, O
FLSA Status: Exempt – Administrative or Executive/Supervisory

Employee Group: Non-Represented
Established: 7/98
Revised: 9/03, 10/08, 10/13, 4/14
EEO Category: Professionals or Officials and Administrators

CLASSIFICATION DESCRIPTION

Jobs assigned to this series serve as supervisors of a recognized public/customer service unit or sub-unit, or a service function within Metro. Examples include admissions, catering, food and beverage, custodial and warehouse, safety and security, parks or other similar public/customer service units or sub-units.

Depending upon assignment, responsibilities include supervision of staff and daily operations; budget and systems management; planning support; performance of specialized duties requiring specific skills and knowledge; and sales and/or contract management, which includes soliciting and maintaining accounts/contracts, developing and maintaining relationships, and ensuring and providing excellent customer service.

DISTINGUISHING FEATURES

This series classification includes Service Supervisor I, II, III and IV. Generally, all classes in this series include varying levels of responsibility for supervision of assigned staff and budget. Increasing levels of service or function complexity, reporting structure, supervisory reports, planning, and budget responsibility typically characterize the different levels in this series.

Service Supervisor I

- Assistant supervisory responsibility for a sub-unit whose reports are generally assigned to basic/entry level or semi-skilled support and service responsibilities; may be the primary supervisor for smaller sub-units.
- Skills are generally acquired on the job rather than through a degree or advanced training in a specialized field of knowledge.

Service Supervisor II

- Primary supervisory responsibility for a sub-unit whose reports are generally assigned to basic/entry level or semi-skilled support and service responsibilities; typically includes both direct and in-direct reports via Service Supervisor Is.
- Staffing is typically large; especially during busy seasons with seasonal and temporary staffing.
- May be the top level Service Supervisor position depending on the size of the unit/organizational structure.

- Responsibilities generally require advanced supervisory skills or knowledge applicable to the area of service that is gained through training or coursework beyond the high school level or progressively responsible, related work experience over a period of years.

Service Supervisor III

- Supervisory responsibility for a larger and/or more technically specialized work unit; typically over an independent service facility or work unit with multiple sub-units.
- Typically includes a larger number of direct reports and/or reports that are required to be more technically specialized. May be responsible for multiple levels of staffing/sub-units with both direct and indirect reports via Service Supervisor Is and/or IIs.
- May be the top level service supervisor position depending on the size of the unit/organizational structure.
- Budget and cash/revenue management is typically larger and more complex with a larger role in the planning process and with customers.
- Responsibilities generally require advanced technical knowledge of a specialized field that is gained through training or coursework beyond the high school level or progressively responsible and complex work experience over a period of years.

Service Supervisor IV

- Broad responsibility for an independent and/or complex service facility or major work unit that includes multiple sub-units.
- Functions as the top level Service Supervisor position with multiple levels of staffing, including both direct and indirect reports via Service Supervisor Is, IIs and/or IIIs.
- Responsibilities include program planning and management, large/complex budget preparation and cash/revenue management.
- Services supervised generally require advanced knowledge that can be obtained at the college level or through a combination of progressively responsible and complex work experience and extensive training or course work beyond the high school level.

DUTIES AND RESPONSIBILITIES

1. Hires, trains and supervises subordinate staff. Staffing may include multiple levels of supervision, direct and indirect reports, and regular full- and part-time, temporary/seasonal, internals and/or volunteers.
2. Supervises and coordinates staff activities by planning, organizing and coordinating workloads and assignments, including coaching and evaluating staff performance.
3. Monitors service levels, labor costs, products and prices, and facility and maintenance needs to help ensure compliance to established budget and to provide input to budget formulation and service planning; may include cash and revenue management, sales forecasts and cost/project estimates, and contract management.
4. Solicits and maintains accounts and contracts, including developing and maintaining relationships and ensuring and providing excellent customer service. Some positions

include responsibility for sales, booking and serving processes, creating proposals, and negotiating and finalizing contracts, and event management.

5. Provides strategic support, including input to the planning process for short- and long-term goals. Responsible for carrying out strategic initiatives.
6. Develops and maintains procedures, standards and processes.
7. Provides and ensures excellent customer service and a supportive and respectful environment. Investigates and resolves requests and concerns.
8. Completes assigned paperwork and reports in a timely and accurate manner and maintains computerized and hard copy records and files; responsible for database/program software administration and maintenance.
9. Coordinates efforts and activities with other internal work units and departments and with outside agencies and organizations, and contractors. Participates on, and/or leads, various committees, meetings and workgroups.
10. Responsible for emergency management; responds to and handles emergency situations.

It is the responsibility of all Metro employees to:

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

Service Supervisor I

- High school diploma or G.E.D. and
- One year of directly related experience and
- One year of supervisory experience or two years of lead experience or
- Any combination of experience and education that provides the applicant with the desired skills, knowledge and ability required to perform the job

Service Supervisor II

- Some specialized training and knowledge beyond the high school level in the function or responsibility that is to be supervised and
- Two years of directly related experience and
- One year of supervisory experience or
- Any combination of experience and education that provides the applicant with the desired skills, knowledge and ability required to perform the job

Service Supervisor III

- Some specialized training and knowledge beyond the high school level in the function or responsibility that is to be supervised and
- Three years of directly related experience and
- Two years of supervisory experience or
- Any combination of experience and education that provides the applicant with the desired skills, knowledge and ability required to perform the job

Service Supervisor IV

- Advanced knowledge and training, which can be evidenced by a college degree in the function or responsibility that is to be supervised and
- Four years of directly related experience and
- Three years of supervisory experience or
- Any combination of experience and education that provides the applicant with the desired skills, knowledge and ability required to perform the job

SPECIAL QUALIFICATIONS

The following certifications or licenses may be required depending on assigned responsibilities. Examples include, but are not limited to:

- Driver's License
- Commercial Driver's License
- State of Oregon DPSST
- First Aid/CPR

Knowledge, Skills and Abilities:

(NOTE: Unless specifically noted, the level of the specified skills will vary based on the level the job is assigned to in this series.)

- Knowledge of business and staff supervision, including:
 - planning and organizing work activities
 - recruitment, training and motivating staff and volunteers
 - ability to effectively supervise staff and work unit activities
 - maintain accurate and complete business records
 - coordinate work activities with others who have different priorities
 - resolve business and client issues and concerns independently
- Knowledge of budgeting methods and principles, including cash/revenue management.
- Knowledge of principles and practices, and the legal requirements, regulations, and laws applicable to area of assigned responsibility.
- Knowledge of basic math.
- Skill with mechanical and/or specialized equipment.
- Skill in decision making, discretion, problem analysis and resolution, and independent judgment.
- Skill in interpersonal communication, customer service skills and teamwork.
- Skill in creativity and negotiation skills.
- Ability to utilize computer proficiency for effective communication, data gathering, and report generation, coupled with the capacity to learn new programs, including ongoing maintenance and administration.
- Ability to deliver presentations and sell.
- Ability to supervise and training.
- Ability to read, speak and write the English language.
- Ability to maintain confidentiality.
- Ability to perform essential duties and responsibilities.
- Ability to perform (with or without a reasonable accommodation) the physical demands in the work environment and operate the tools and equipment.
- Ability to successfully pass the background check and screening requirements if required for the position.
- Ability to possess a current driver's license and driving record sufficient to be insured by Metro insurance carrier if required for the position.

SUPERVISION RECEIVED

- Supervision is received from a manager or director

RELATIONSHIPS/CONTACTS

- Inside the organization, coordinates supervised work with other units and departments with Metro where there are mutual activities or a need to explain work unit's methods and processes. Outside the organization, provides and collects information in meetings

and other interactions, solicits and coordinates volunteer support.

TOOLS AND EQUIPMENT; PROTECTIVE CLOTHING

- All standard office equipment; computer software including MS based word-processing and spreadsheets.

WORK ENVIRONMENT

- Duties can be performed both indoors and outdoors. Employees in this series are exposed to inclement weather conditions, working with power equipment and sharp tools, and working around potentially toxic chemicals or other substances.

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.