

PUBLIC WORKS SUPPORT SERVICES SUPERVISOR

PURPOSE AND NATURE OF WORK

Position is responsible for providing support services to Operations and Maintenance Division of the Public Works Department, which includes dispatching, clerical/administrative, emergency and special projects coordination as well as small equipment maintenance, issue and storage. Purpose of work is to ensure drainage, streets, facilities and vehicle maintenance activities are facilitated by coordination, communications and administrative services as well as prompt response to problems reported by citizens, maintaining good relations with them and property owners. Position reports to the Associate Director of Public Works/Operations and Maintenance and has supervisory responsibilities for a moderate staff engaged in dispatching, warehousing/maintenance and clerical work.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Prepares and administers service request and work order program whose objective is prompt, effective and courteous response to citizens' requests. Supervises dispatchers, some at remote locations, and clerical staff engaged in preparing time sheets, purchase orders, correspondence, files and related matters. Maintains, through small equipment mechanic, an inventory of hand and power tools, supervises their maintenance, repair, issue, storage and related record keeping.

Incumbent is subject to 24 hour call, and organizes, staff and supervises public works dispatch center in emergencies, hurricanes, floods and related. Coordinates departmental response to special events such as Mardi Gras; supervises and coordinates special projects.

Plans, schedules and assigns work of support staff, approves invoices and time sheets, and handles difficult customer relations situations. Supports the work of the dispatchers by visiting complaint sites, offering assistance, facilitating services, monitoring response. May train and serve as dispatcher and provide assistance to them. Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Considerable knowledge of the Public Works Operations and Maintenance organization, services provided, priorities, support services and customer relations.

Knowledge of street and drainage system, facilities locations, maintenance requirements and characteristics as required.

Knowledge of Public Bid contract procedures, the general requirements for such contracts, methods of processing payments, and related matters.

Knowledge of policies, procedures, account numbers, budget process and related as required to provide support services in these areas.

Ability to establish and maintain effective working relationships with property owners, customers, contractors, crews, dispatchers, engineering staff, other city-parish departments and/or other agencies.

DESIRABLE EDUCATION AND EXPERIENCE

Graduation from high school supplemented by formal training in civil engineering technology, and considerable working experience in support services such as dispatching, public works administration, service contract administration; or an equivalent combination of training and experience.