



# City of Tempe

## COMMUNITY SERVICES SUPERVISOR – MAINTENANCE & OPERATIONS

| JOB CLASSIFICATION INFORMATION         |            |                                |   |
|--|------------|--------------------------------|---|
| <i>Job Code:</i>                       | 333        | <i>Department:</i>             | Community Services  |
| <i>Supervision Level:</i>              | Supervisor | <i>State Retirement Group:</i> | ASRS  |
| <i>Status:</i>                         | Classified | <i>Market Group:</i>           | Community Services<br>Supervisor –<br>Maintenance &<br>Operations |
| <i>Safety Sensitive / Drug Screen:</i> | Yes        | <i>Physical:</i>               | Yes   |

Click [here](#) for more job classification information including current salary range.

| REPORTING RELATIONSHIPS   |
|---|
| Receives direction from an assigned area manager and/or other managerial staff. |
| Exercises direct supervision over assigned staff and volunteers.                |

| MINIMUM QUALIFICATIONS          |   |
|---------------------------------|---|
| <i>Experience:</i>              | Three (3) years of experience in the maintenance of infrastructure systems, at least two (2) of which must be in the area of assignment: parks, preserves, golf courses, baseball spring training facilities, contract oversight, volunteer oversight or facility maintenance. Two (2) years of supervisory or lead responsibility is required.   |
| <i>Education:</i>               | Equivalent to completion of an associate degree supplemented by accredited technical training in a specialty related to the core duties of the position.  |
| <i>License / Certification:</i> | <ul style="list-style-type: none"> <li>• Possession of a valid Class A Commercial Driver’s License (CDL) is preferred.</li> <li>• Depending on area of responsibility, possession of, or required to obtain within 180 days of hire, an Arizona Structural Pesticide Applicator License in categories 3 and 4 or a Certified Applicator Golf (PUG) in Ornamental &amp; Turf category (B2).</li> </ul> |

| ESSENTIAL JOB FUNCTIONS  |
|--|
| Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. |

To actively support and uphold the City's stated mission and values. To plan, assign, supervise and coordinate the maintenance of the City's infrastructure systems, including but not limited to landscaping, parks, preserves, baseball spring training facilities, cemetery, golf courses, facilities, right-of-way, and equipment.

## OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Review organizational goals and objectives; establish and discuss job duties and performance expectations; set performance goals;
- Recommend and assist in the implementation of organizational goals and objectives and implement policies and procedures;
- Observe and enforce the requirements of Department of Transportation (DOT) Federal Motor Carrier Safety Administration (FMCSA) regulations, relating to CDL license holders in the performance of safety-sensitive functions and the use and/or misuse of alcohol and controlled substances;
- Determine equipment and supply needs; evaluate and monitor equipment performance; requisition supplies and materials; and make routine and emergency purchases as required;
- Participate in preparation of the workgroup budget; monitor, review, approve and control expenditures including purchases; assist with writing and submitting grant applications;
- Coordinate workgroup activities with other divisions, other city departments, with outside agencies and volunteers;
- Act as a support to advisory boards, commissions and committees;
- Operate and maintain data in various computerized systems and accurate records of work performed, hours, materials used, and associated work;
- Administer, enter, prioritize, assign, update and evaluate service work order requests in the Computerized Maintenance Management System (CMMS).
- Respond to requests and inquiries from the general public;
- Identify areas needing repair and maintenance, and take corrective action;
- Oversee and participate in all related aspects of maintenance for assigned area;
- Develop, administer and monitor preventative maintenance programs.
- Schedule and supervise the testing and preventative maintenance of a variety of equipment
- Inspect the work of maintenance contractors, prepare inspection reports, maintain records of all areas maintained under contract, and ensure proper compliance with contract conditions.
- Ensure proper records, daily logs, and inventories of restricted use and/or other chemicals are in compliance with regulating agency;
- Develop guidelines and requirements for projects, including reviewing and approving new construction plans; prepare specifications for maintenance contracts on new facility areas;

inspect the work of maintenance contractors; prepare inspection reports and maintain records of all areas maintained under contract; and ensure proper compliance with contract conditions;

- Operate equipment as required utilizing proper safety precautions related to all work performed;
- Negotiate resolutions of problems and contractual agreements, both internal and external to the organization;
- Establish and maintain cohesive and effective working relationships with facility patrons and contracted users of specialty facilities as well as the general public;
- Develop and implement a proactive volunteer program; recruit, train and supervise volunteers; coordinate and participate in volunteer work assignments and projects; review work product along with methods and procedures;
- Implement management plans;
- Provide pro-active performance planning utilizing performance management tools;
- Perform related duties as assigned.

## COMPETENCIES

| CLASSIFICATION LEVEL | INCLUDES      | COMPETENCIES   |
|----------------------|---------------|--|
| Foundational         | All Employees | Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn |
| Non-Supervisory      | In Addition > | Teamwork, Customer Service, Initiative, and Dependability / Reliability                              |
| Supervisory          | In Addition > | Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others                   |
| Manager              | In Addition > | Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring       |
| Deputy Director      | In Addition > | Entrepreneurship and Networking  |
| Director             | In Addition > | Organizational Vision  |

*For more information about the City of Tempe's competencies for all classifications:*

[City of Tempe, AZ : Competencies](#)

## JOB DESCRIPTION HISTORY

*Effective November 1988*

*Revised October 1999*

*Revised July 2006 (Supvn Received & Exercised)*

*Revised July 2007 (Examples of Duties)*

*Revised December 2010 (Added assignment areas, preferred quals & physical/mental)*

*Revised January 2011 (updated license requirement - Office of Pest Management)*

*Revised December 2011 (Consolidation of supervisory classifications – Admin Proj Coord and P&G Course Supervisor)*

*Revised April 2016 (update min quals)*

*Revised February 2017 (update purpose statement, job duties, and min quals)*

*Revised March 2018 (update job title, essential functions, job duties, and min quals)*

*Revised October 2019 (Reorg from PW – update job title and moved to Community Svcs Dept)*  
*Revised April 2022 (update min quals and job duties)*

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

**Job Title: Community Services Supervisor - Maintenance & Operations**

**Job Code: 333**

| VEHICLE OPERATION                                       | YES | NO |
|---|-----|----|
| Will this position drive a City vehicle?                | X   |    |
| Will this vehicle require a Commercial Drivers License? | X   |    |

|  | Never      | Occas.        | Freq.          | Contin.         |
|--|------------|---------------|----------------|-----------------|
|  | 0% of time | 1-35% of time | 36-65% of time | 66-100% of time |

| ENDURANCE          |  |  |   |  |
|--------------------|--|--|---|--|
| Sit                |  |  | X |  |
| Stationary / Stand |  |  | X |  |
| Move / Traverse    |  |  | X |  |

| WORK WITH OR EXPOSURE TO THE FOLLOWING |   |   |   |  |
|--|---|---|---|--|
| Machinery*                             |   | X |   |  |
| Electrical*                            | X |   |   |  |
| Power Tools*                           |   | X |   |  |
| Hand Tools*                            |   | X |   |  |
| Personal Protective Equipment*         |   | X |   |  |
| Fumes                                  |   | X |   |  |
| Computer Software                      |   |   | X |  |
| Chemicals                              |   | X |   |  |

| ENVIRONMENT                |   |   |   |  |
|----------------------------|---|---|---|--|
| Indoors                    |   | X |   |  |
| Outdoors                   |   |   | X |  |
| Working in or around water |   | X |   |  |
| Extreme Heat               |   |   | X |  |
| Extreme Cold               |   |   | X |  |
| Office Setting             |   | X |   |  |
| Confined Spaces            | X |   |   |  |
| Excessive Noise**          |   | X |   |  |
| Heights                    |   | X |   |  |
| Sewage Exposure            | X |   |   |  |
| Bodily Fluid Exposure      |   | X |   |  |

| VISION REQUIREMENTS  | YES | NO |
|--|-----|----|
| <b>Close</b> (clear vision at 20 inches or less)   |     | X  |
| <b>Distance</b> (clear vision at 20 feet or more)  |     | X  |
| <b>Color</b> (ability to identify and distinguish colors)  |     | X  |
| <b>Depth Perception</b> (three-dimensional vision, ability to judge distances and spatial relationships)                                   |     | X  |
| <b>Peripheral</b> (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point) |     | X  |
| <b>Ability to adjust focus</b> (ability to adjust the eye to bring an object into sharp focus)   |     | X  |
| <b>No Special Vision Requirements</b>  |     | X  |

| Maximum LIFT / CARRY | Lift | Carry |
|----------------------|------|-------|
| 5-25lbs              |      |       |
| 26-50lbs             |      |       |
| 51-75lbs             |      |       |
| 76-100lbs            | X    | X     |

| Maximum PUSH / PULL | Push | Pull |
|---------------------|------|------|
| 5-25lbs             |      |      |
| 26-50lbs            |      |      |
| 51-75lbs            |      |      |
| 76-100lbs           | X    | X    |

| MOVEMENT                | YES | NO |
|-------------------------|-----|----|
| Bend / Stoop / Twist    | X   |    |
| Crouch / Squat          | X   |    |
| Kneel / Crawl           | X   |    |
| Above Shoulder Level    | X   |    |
| Below Shoulder Level    | X   |    |
| Repetitive Arm Use      | X   |    |
| Repetitive Wrist Use    | X   |    |
| Repetitive Hand Use     | X   |    |
| Climb Stairs / Ladders  | X   |    |
| Neck Range of Motion    | X   |    |
| Traverse Uneven Surface | X   |    |
| Traverse Even Surface   | X   |    |

| ADDITIONAL CONSIDERATIONS:                     |
|--|
| - May require working extended hours.          |
| - May work alone for extended periods of time. |
| - CDL License, Class A is preferred            |

| *DEFINITIONS/EXAMPLES   |
|---|
| <b>Machinery:</b> bucket truck, riding mowers, backhoe etc.   |
| <b>Electrical:</b> wiring, outlets, fuses etc.  |
| <b>Power Tools:</b> push mowers, jackhammers, drills, chainsaw etc.   |
| <b>Hand Tools:</b> hammers, wrenches, shovels, wheel barrels, saws etc.                                     |
| <b>Personal Protective Equipment:</b> respirators, Tyvek coveralls, hard hats, fall protection harness etc. |

**\*\* Hearing test is required**