

HHSA Support Services Supervisor

DEFINITION

Under direction, supervises, assigns, reviews, and participates in the work of staff responsible for providing centralized support services of the Health and Human Services Agency (HHSA); ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to the assigned area of responsibility including oversight of fleet services, organizational supports, and building services.

DISTINGUISHING CHARACTERISTICS

The HHSA Support Services Supervisor is a supervisory class. Incumbents in this class are expected to work under minimal management supervision and instruction, and to exercise considerable independent judgment and initiative while supervising and coordinating the work of clerical, operational, technical and other staff performing tasks related to the centralized support services functions at HHSA.

Incumbents in this class report to a Facilities Superintendent or other HHSA management personnel. This class is distinguished from the higher class of Facilities Superintendent in that the latter is a management class responsible for directing the work of, setting goals for, and monitoring process of centralized Support Services for the Agency. This class is further distinguished from the lower class of HHSA Building Services Coordinator by the regular, continuous performance of the full range of supervisory duties.

ESSENTIAL FUNCTIONS

Duties may include, but are not limited to, the following:

- Plans, coordinates, oversees and supervises the work of staff responsible for providing centralized support services to HHSA, such as building services, facilities maintenance, fleet management, and organizational supports such as inventory and supply management, mail/package processing, and storage management.
- Plans, organizes, prioritizes, assigns and reviews the work of staff engaged in the provision of support services to the department; meets with staff to identify and resolve problems; ensures work is performed accurately and that timelines are met.
- Provides and/or coordinates staff training in accordance with established policies and procedures.
- Assists in identifying opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
- Participates in the development and implementation of goals, objectives, policies and procedures relating to the management, access, retention and destruction of confidential and administrative files and records of the department; makes recommendations for changes and improvements to existing standards and procedures.
- Responds to and resolves routine customer inquiries and complaints.
- Maintains accurate records; gathers and compiles information on operations and activities for reporting purposes; develop statistical and other reports.
- Analyzes and evaluates records management technology and makes recommendations to ensure the continued effectiveness and efficiency of the department's records management program.

- Stay abreast of, interprets and implements state and federal regulatory requirements related to all support services functions.
- Oversees the coordination of fleet services, including but not limited to vehicle purchasing, preventative maintenance, fleet reservation system, maintenance, training and use for HHSA staff.
- Confers and collaborates with vendors, contract service providers, purchasing staff and others regarding products, supplies, and services for fleet services, janitorial, shredding services, building maintenance, warehousing, and others.
- Works with Agency partners and leadership to prioritize and complete projects, provide subject matter expertise in policy or process studies, and implement changes directed by management..
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Education: Sixty (60) semester or ninety (90) quarter units from an accredited college or university with coursework in business or public administration, management or a closely related field; AND

Experience: Three (3) years of experience planning, organizing, coordinating and supervising centralized support services including building services coordination, organizational supports, and fleet services. At least one (1) year of the required experience must have been at the lead worker or supervisory level.

Substitution: Additional years of related experience may be substituted for the education on a year for year basis. One year of experience is equivalent to 30 semester or 45 quarter units.

License: Incumbents are required to possess and maintain a valid California driver's license, Class C or higher, to carry out job related duties. Individuals who do not meet this requirement due to a physical or mental disability may request a reasonable accommodation.

KNOWLEDGE & ABILITY

Knowledge of:

- Principles and practices of supervision, discipline, leadership, mentoring, and training
- Team dynamics and team building
- Principles and practices of public and business administration
- Ticketing and reservation systems
- Basic vehicle maintenance and care, including preventative maintenance
- Basic principles and practices of record keeping and inventory management, including computer and manual record systems
- Systems for tracking and sending mail and packages
- Tools, materials, terms and equipment used in building repair, maintenance, and renovation
- Customer service principles and practices
- Basic principles and practices of record keeping, including computer and manual record systems
- Basic arithmetic including addition, subtraction, multiplication, division, and percentages
- English usage, spelling, grammar, and punctuation
- Office procedures, methods, and equipment including computers and applicable software applications

- OSHA standards relating to safely lifting, carrying and transporting items

Ability to:

- Select, supervise, train, and evaluate subordinate staff
- Plan, coordinate, assign, and review the work of subordinate staff
- Investigate and resolve disciplinary issues
- Work independently, prioritize work, coordinate activities and meet critical deadlines
- Develop and maintain cooperative, effective working relationships with others
- Communicate clearly and concisely, both orally and in writing
- Understand, interpret and apply applicable federal, state, and local laws, codes, and regulations
- Apply customer service skills, including the identification of customer needs and follow up to ensure customer commitments have been met
- Collect and compile a variety of data and information
- Resolve problems and make decisions within general guidelines and direction
- Analyze work procedures and make changes to improve efficiency and cost-effectiveness
- Develop standards, procedures and other systems to manage automated records and information resources of the department

ENVIRONMENTAL & FUNCTIONAL FACTORS

Incumbents will perform work inside and outside of buildings with exposure to potentially hazardous materials such as chemicals and combustibles (i.e., gas, diesel fuel, etc.); in and around areas with exposure to vermin, dirt, dust, fumes, odors, and other contaminants such as animal or human waste and bodily fluids. Further incumbents will perform work on ladders and scaffolds and in confined spaces. Incumbents are required to drive vehicles and operate various pieces of equipment and tools to perform the essential functions of the job. Incumbents may work in a noisy and dusty environment and may complete projects alone or working closely with others. The incumbents be required to work irregular hours, off-shifts (nights and weekends), and holidays.

MEDICAL CLASS

This class requires incumbents to stand or walk most of the time, while sitting intermittently to perform administrative tasks. Incumbents must be able to frequently lift objects up to fifty pounds and occasionally lift objects up to one hundred pounds or more. Incumbents must be able to bend, squat, climb, kneel and twist, perform simple and power grasping, pushing, pulling, and fine manipulation. Incumbents must have corrected hearing and vision.