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<b>Position:</b>	Supervisor, Work Control	<b>FLSA:</b>	Non-exempt
<b>Department/Site:</b>	Maintenance	<b>Salary Grade:</b>	19
<b>Reports to/Evaluated by:</b>	Director, Plant Operations	<b>Salary Schedule:</b>	Classified

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**SUMMARY**

Coordinates, oversees, and provides technical and clerical services for Plant Operations. Plans and organizes office activities and coordinates the flow of communications to/from the office and field. Receives maintenance and operations work orders, estimates repair time needed and cost of services, and schedules work for completion. Maintenance function in the district.

**DISTINGUISHING CAREER FEATURES**

The Work Control Supervisor serves as an office team leader, responsible for coordinating activities that go beyond general office support to include work order management and optimization, response to urgent requests, and billing and budgets. Advancement to this position is possible based on need, compliance with the stated job qualifications, and the ability to lead a team of clerical support.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Oversees and participates in the work control office, ensuring that project-based and urgent work requests are received, logged, evaluated, and scheduled as work orders to be completed on a timely basis.
- Schedules urgent and preventive maintenance work on a weekly basis. Meets with site administrators and department management to establish priorities of work to be done. Provides follow-up reports to school sites summarizing work accomplished.
- Maintains contact with staff in the field using special communications devices that transmit voice, text, and e-mail messages. Serves as the department’s point-of-contact for training and troubleshooting of problems.
- Estimates calendar time, labor hours, and skill mix needed to complete work requests. Plans and schedules work to optimize work efficiency. Establishes priorities and expected costs and outcomes.
- Plans, coordinates scheduling of trades to insure job completion. Plans, schedules and provides weekly calendars for each service order team schedule, and provides weekly calendars for each service order team individual as well as each trade showing assigned work. Sends schools information on scheduled work that has been completed.
- Administers computerized work control cost accounting system. Supervises approval, logging in, and return of invoices to accounting system including recharge accounting.
- Provides monthly grounds, custodial, and maintenance budget status reports for submission to Director. Maintains all purchase orders for maintenance, grounds, and custodial departments.

- Performs a variety of special projects and prepares reports for the Director of Plant Operations including cost accounting and analysis reports, work priority sheets, and others as directed.
- Compiles information for and prepares comprehensive quarterly and trimester vandalism reports for District administrators. Tabulates costs of labor and materials for vandalism and sends to administrators upon request for restitution purposes.
- Oversees and participates in expediting invoices, purchase orders, and other documents to ensure timely receipt of and payment for services. Oversees accuracy of Cal-card logs.
- Coordinates with staff to determine inventory levels of supplies, parts, and construction materials. Accounts for overages and shortages.
- Performs other duties as assigned that support the overall objective of the position.

## **QUALIFICATIONS**

**Knowledge and Skills:** Requires a thorough knowledge of clerical principles and practices, office management and supervisory practices. Requires a working knowledge of the special practices, technicalities, and terminology associated with Plant Operations. Requires a good knowledge of radio and telephone communication techniques and etiquette. Requires knowledge of and skill using personal computers and handheld devices to access and use common office productivity software such as word processing, spreadsheets, and database, and data communications via e-mail and the intranet. Requires sufficient human relation skills to convey technical concepts to others, lead a small team, work cooperative with a variety of customers, and portray a positive image of the department.

**Abilities:** Requires the ability to perform all of the essential duties of the position with minimum supervision. Must be able to plan, schedule, and assign work to service and maintenance teams. Requires the ability to plan, coordinate and direct the activities of subordinates to attain high quality, accuracy, completeness and efficiency of work. Must be able to understand, follow and issue complex, technical or difficult written and oral instructions. Must be able to prepare routine, analytical and statistical records and reports and compose correspondence according to departmental or District standards. Requires the ability to monitor budget documents, including income and expenditures, and make difficult arithmetic and statistical calculations. Must be able to read, interpret and work from drawings and blueprints.

**Physical Abilities:** The incumbent must be able to function indoors engaged in work of primarily a sedentary nature, and to accomplish the following, with or without reasonable accommodation. Requires near visual acuity to write and read printed materials and computer screens. Requires sufficient auditory ability to carry on conversations in person and over the phone, and to hear sound prompts from equipment. Requires the ability to sit, often for long periods of time, to accomplish desk work, turn head and trunk to greet visitors, and to stoop, push, pull and reach to retrieve work materials. Requires the ability to use manual and finger dexterity to type/keyboard and/or operate mouse and/or otherwise operate a microcomputer and other equipment.

**Education and Experience:** The position typically requires an Associate's degree in a business curriculum, plus two years of progressive experience in administrative support and financial record keeping service. Additional experience in construction project accounting may substitute for some higher education on a 2 year for 1 year basis.

**Licenses and Certificates:** May require a valid driver's license.

**Working Conditions:** Work is performed indoors where minimal safety considerations exist.