**Utilities Plant Operations Supervisor**

NC 17903 (31000228) OSP 04/01/08

**DESCRIPTION OF WORK:** Positions in this banded class are responsible for the overall management of complex utility plants. Positions in this class direct, manage, supervise and coordinate facilities, services, activities and operations including staff and operations supervision; analyze and interpret rules and regulations; develop and implement processes, policies, and procedures; ensure compliance with applicable rules, regulations, contracts, processes, policies, procedures, codes and licenses; develop and manage budgets, reports and training programs; create and implement long range and strategic plans; evaluate and manage current projects and determine future project needs; and prepare emergency action and contingency plans.

**EXAMPLES OF COMPETENCIES:**

**CONTRIBUTING**

**Knowledge-Technical:** Knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s). Considerable knowledge of operation, design and maintenance procedures of applicable equipment.

Knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models. **Operations Management:** Ability to direct, plan, supervise and manage a unit involving multiple operations and projects. Ability to monitor budget and schedule. Knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations. Ability to identify (and may require ability to resolve or make recommendations for) standard problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure. Ability to perform supervisory and training activities; ability to recruit staff that meet required competencies; ability to work with employees to identify training needs and recommends developmental activities including employee safety, selection and development of employees, employee counseling and motivation and salary administration. Knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.

**Safety and Health Compliance:** Ability to follow industry or specific guidelines, particularly as they relate to safety, health and environmental practices and regulations. Ability to ensure detailed operational and safety procedures are followed and compliance with regulatory agencies/standards. Ability to use appropriate protective equipment following established protocols. Ability to follow appropriate post- emergency procedures.

**Financial Administration – Budget:** May require ability to keep detailed records to track expenditures and receipts. Use appropriate tools to track or report work expenses. Ability to follow purchasing and procurement guidelines. Ability to demonstrate a basic understanding of the organization’s budget process. Ability to monitor and enforce scheduling hours for budgetary purposes.

**JOURNEY**

**Knowledge-Technical:** Considerable knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s). Thorough knowledge of operation, design and maintenance procedures of applicable equipment. Considerable Knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models.

**Operations Management:** Ability to direct, plan, supervise and manage a complex unit involving multiple operations and projects. Monitors budget.

Develops and implements work schedules. Thorough

knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility

**Safety and Health Compliance:** Ability to identify and inform supervisor of potential safety problems and hazards. Ability to ensure detailed operational and safety procedures are followed and compliance with regulatory agencies/standards. Ability to apply applicable regulations, codes to enhance work unit processes and procedures. Ability to determine appropriate protective equipment based on established standards.

**Human Resources Management:** Ability to understand and follow Departmental and University policy/procedure for matters in Employment, Payroll,

Benefits, Employee Relations, Classification,

Compensation, Salary Administration, and Training

Development. (Examples include, but are not limited

NC 17903 (31000228) OSP 04/01/08

services operations. Ability to identify (and may

require ability to resolve or make recommendations for) non-standard/more complex problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure. Ability to identify, evaluate and implement improved work practices and processes and evaluates performance. Considerable knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.

**ADVANCED**

**Knowledge-Technical:** In-depth knowledge of operation, design, repair, construction, installation, maintenance principles, techniques, procedures and safety precautions of the applicable system(s). In-depth knowledge of operation, design and maintenance procedures of applicable equipment. Through knowledge of design techniques, tools, and principles of technical plans, blueprints, drawings, and models. **Operations Management:** Ability to direct multiple, large and/or complex units involving various operations and projects. Develops and implements budget. Develops and resolves schedule issues. In-depth knowledge of and the ability to analyze and develop processes, policies, and procedures related to facility services operations. Ability to identify resolves and make recommendations for non-standard/more complex problems with devices, and systems through inspection and maintenance, or after system/equipment installation/failure. Ability to troubleshoot and evaluate options; ability to choose appropriate action by considering potential outcomes. Ability to provide leadership, direction and performance management. Thorough knowledge of all applicable codes and methods of installation, operation, construction, maintenance and repair of applicable equipment and tool.

to: time records, recruitment and selection, performance management, and works compensation.) Ability to complete and oversee administrative responsibilities associated with these areas. Ability to enforce necessary policy and procedure, providing instruction and guidance for technicians when needed. **Financial Administration – Budget:** Ability to follow budget guidelines and stays within budget. Ability to identify and monitor most cost- effective use of resources. Ability to make sound decisions on procurement of equipment/supplies.

**Safety and Health Compliance:** Ability to be independently responsible for the safe and efficient management and operation of the most complex utility plants. Ability to anticipate safety issues and take proactive steps to maximize safe operations and measure the effectiveness of action. Ability to determine appropriate protective equipment based on established standards. Ability to regularly assess site and shop operations for safety.

**Human Resources Management:** Ability to interpret Departmental and University policy/procedure for matters in Employment, Payroll, Benefits, Employee Relations, Classification, Compensation, Salary Administration, and Training Development. (Examples include, but are not limited to: time records,

recruitment and selection, performance management, and works compensation.) Ability to review administrative responsibilities associated with these areas and exercise delegated authority for personnel administration. Ability to enforce necessary policy and procedure, providing instruction and guidance for other supervisors when needed.

**Financial Administration – Budget:** Ability to consider the business needs of the organization when requesting state or federal funds. May require ability to analyze fiscal/budget reports; ability to demonstrate an understanding of state and department/office budget procurement regulations. Ability to provide rationale to management for budget needs; ability to adjust expenditures as appropriate or directed. Ability to understand and apply financial planning strategies to develop budget.

**MINIMUM TRAINING AND EXPERIENCE:** High school diploma or equivalency and four years of experience in applicable utility operations, of which one year is supervisory; or equivalent combination of training and experience. Requires certification(s).

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.