

# GODMAN GUILD ASSOCIATION JOB DESCRIPTION

**Title:** Work Crew Supervisor

**Work Area/Department:** Economic Development

**Reports to:** Economic Development Director

**Exempt Status:** Exempt

**Hours:** 9a – 5p, M - F

Non traditional hours as needed

**Date Created / Revised:** 12/15/14

**I. Purpose:** To establish and maintain work site scheduling and work site relationships while supervising Transitional Jobs Program participants and transporting crews to work locations. This new program will pilot a transitional job experience with the goal of the participants gaining permanent employment. This pilot is a partnership between Godman Guild and Community Properties of Ohio (CPO) providing transitional work opportunities for 8 individuals.

## **II. Essential Responsibilities**

1. Manages site scheduling and crew assignments
  - a. Works closely with Economic Development Director and CPO representative to identify, implement and evaluate work sites.
  - b. Assists in the selection and assignment of TJP participants for work crew assignment.
  - c. Coordinate scheduling job sites and TJP participants.
2. Accountable for planning, oversight, outcomes, and customer service for transitional job assignments
  - a. Works closely with department managers to develop processes that support development, oversight, outcomes and customer service for each crew assignment.
  - b. Develops and implements evaluation plan resulting in continuous improvement of work crew sites and work crews.
  - c. Meet TJP participants at Guild office and transport to work site.
  - d. Supervises, motivates, mentors, and evaluates TJP participants on work sites and confirm site attendance.
  - e. Plan and oversee all custodial work performed, maintaining a high standard of safety, cleanliness and efficiency.
  - f. Ensures that proper work site scheduling, site confirmations and weekly payroll processes are followed and that deadlines are met.
  - g. Maintain supply inventory and recommend selection of suitable custodial supplies.
  - h. Resolve conflicts and complaints from TJP participants and work site contacts.
  - i. Provide daily group debriefing sessions for TJP participants.
3. Coach TJP participants regularly and recommend for permanent employment.
4. Keeps Economic Development Director informed about any significant issues or changes.

## **II. Other Responsibilities**

- Participate in professional development and training activities as required/necessary.
- Attends Agency and community meetings as assigned.
- Perform other duties as assigned.

### III. Skills, Knowledge and Abilities

- Positive attitude. Maintains a positive attitude while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- Critical Thinking. Demonstrates reasoned identification and evaluation of facts in making decisions. Identifies the critical elements in a situation and gathers information (including current literature) which permits definition of the problem and its root causes (beyond merely the symptoms). Considers options and alternative courses of action to make rational and realistic decisions. Discovers and assesses the results of actions and policies in order to increase organizational effectiveness. Approaches problems and decisions methodically. Isolates causes from their symptoms. Withholds judgment while gathering information. Is creative in exploring information, options and alternatives. Involves others as appropriate. Acts readily and decisively. Demonstrates sound judgment.
- Effective Communication. Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal communication. Remains focused on point at hand during communication. Listens and reacts to questions from others appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listening skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.
- Cultural Competence. Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- Openness to feedback/new ideas. Seeks and obtains feedback from a variety of sources with an open mind. Uses feedback to improve the performance of self and Agency. Knows personal strengths and weaknesses. Values self-knowledge and continuous self-improvement.
- Time Management/Multi-tasking. Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions. Able to delegate or seek assistance as needed.
- Shows Initiative. Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Ability to make things happen. Provides unsolicited input.
- Works Independently. Obtains necessary information and clarification from their supervisor when given an assignment so that they do not need to ask again later. Completes assignments on time without significant supervision or reminders and is not be distracted by co-workers or other issues while completing work. Able to prioritize work so as to complete it on time.
- Detail Orientation. Pays close attention to the details of your work product in order to meet the highest possible standards. Proofreads their work and corrects errors. Identifies all components of a project and review them prior to submitting them for evaluation by others or supervisors.
- Professionalism/Ethics. Behaves professionally in various organizational and social situations. Uses personal sensitivity and insight into others' perceptions to respond appropriately without becoming defensive. Understands how communication styles affect others. Demonstrates a

high level of integrity through direct, open, honest and ethical communication with others. Assumes personal responsibility.

- Works as part of a team. Identifies with the agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the agency's agenda, mission and vision. Collaborates easily. Supports the organization's agenda, mission and vision as more important than your personal goals.
- Developing Staff Potential. Expands the skills of subordinates through on and off the job training, coaching and development activities related to current and future responsibilities. You are able to evaluate and articulate a subordinate's present performance and potential to create opportunities for optimal use of abilities. Identifies development needs and assist subordinates in developing. Recognizes an employee's strengths and weaknesses and sees the importance for increasing the organization's bench strength.
- Performance Management. Establishes and articulates clearly stated, agreed-upon goals and standards. Accurately assesses developmental level and provide appropriate direction. Holds subordinates accountable for results. Confronts and improves performance problems immediately. Provides ongoing feedback, recognition and praise to rewards highly effective performance. Sets specific goals and communicates them clearly. Sets and monitors progress toward goals. Offers clear, direct and timely feedback.

#### **IV. Work Experience and Education**

- High school degree or equivalent
- Some college preferred
- Requires 3+ years experience in janitorial work and supervision
- Requires satisfactory background check
- General knowledge of Spanish language is preferred
- Requires general knowledge of word processing software programs (i.e., Microsoft word, excel, outlook)

#### **V. Physical and Mental Requirements**

- Must be able to lift and carry up to 50 pounds
- Requires some weekend, evening and non-traditional hours
- Strong communication skills with temperament and ability to convey information to individuals at all levels of skill development and cultural backgrounds
- Strong work ethic and high level of trust
- Self-starter with strong self-directing skills
- Valid driver's license with current automobile insurance & able to pass license check to drive agency vehicle
- Ability to transport clients in Agency vehicles
- Ability to learn techniques and procedures
- Ability to spend approximately 80% of the time on the job standing, bending and lifting
- Ability to communicate verbally and in writing in formal and informal settings
- Ability to enter data into a computer database or software program