

## **Administrative Support Supervisor – Maintenance Operations**

**Location: New Castle, DE**

**Salary: \$40,285 to \$56,873**

**(Grade M)**

**Opening Date: December 1, 2017**

**Closing Date: Until filled**

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### **I. POSITION SUMMARY**

This is a multi-faced position reporting to the Director of Maintenance Operations for the performance of a wide variety of duties, the difficulty of which varies by skill level, and includes any reasonable request or assignment. This position provides responsible and complex administrative support to the senior management team in Maintenance Operations through planning, executing and completing assignments as requested or assigned to meet daily operational requirements. This position must provide supervisory oversight of the Maintenance Operations front office in an efficient, courteous, and professional manner. Inherent to all work are required safety and essential training responsibilities.

### **II. ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Supervises casual staff and provides technical guidance to administrative staff at other department facility locations; prepares employee performance reviews and evaluations as necessary
- Schedules subordinate work assignments and provides coaching and counseling of subordinate staff as necessary
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- Provides oversight of the Kronos Time System for the Maintenance Operations Department, including leave accrual/usage, attendance, payroll, coding, overtime and other Kronos functions as applicable
- Reviews timecards through the Kronos Timekeeping software of employees who report to the Director of Maintenance Operations for final approval; assists managers with Kronos entries, revisions, audits, reports and approvals as needed
- Monitors employees leave usage and analyzes patterns to advise the Director, as well as the managers and/or supervisors, of recurring events that could warrant personnel action
- Prepares and maintains all Compensatory Time accruals and usage for Maintenance Operations employees and confirms accruals in conjunction with the Human Resources Department to verify recordkeeping as needed
- Prepares and maintains all insurance files on property damage claims at the Bridge, to include preparing letters, invoices, and obtaining police reports for submission to the Claims Manager (previously was submitted directly to the Authority's insurance broker) for collection of liabilities
- Assists managers with the execution of the sick leave usage policy by planning, reviewing and coordinating meetings; maintains documents for the review of sick events/occurrences within a 90-day period to ensure compliance with the Chief Operations Officer's

guidelines; prepares and maintains a trending report on sick review results, so that consistency and fairness is maintained in the Department

- Transcribes and prepares meeting notes for the Director of Maintenance Operations and the managers to include the weekly supervisors meeting, and any other special meetings (Snow Events, Retirement Luncheons, etc.) that are held as requested
- Provides administrative support to the Bridge Safety Committee by scheduling meetings, transcribing documents, distributing meeting notes, and attends all Committee meetings, safety inspections and audits, and fire drills as needed or required
- Maintains and secures all working files of employees in the Maintenance Department for usage by the Director
- Coordinates special events for employee appreciation events, retirement luncheons, holiday gatherings, or any other activities or events of the Department as needed or required
- Prepares and maintains all operating budget entries and reports through the Munis Accounting software during the Annual Operating Budget process; schedules individual budget hearings with the supervisors and managers to review projected end of year totals and usage to date; provides bi-weekly budget reports through the Munis Accounting System to the Director, the senior managers and supervisors, so that they can monitor their individual budget lines and accounts
- Assists the Director in preparation of the annual operating and capital improvement budgets for each fiscal year
- Provides oversight of the Pool Vehicle Usage schedule and reservation process for the DMB facility
- Provides oversight of the CDL registry for employees in the Department who are required to possess a CDL in good standing
- Assists with Federal DOT random testing coordination with Authority HR Department
- Assists with managing the Authority's fleet vehicle monitoring system
- Oversees the department's Intranet webpage and its various department applications
- Provides administrative functions to the Director and Senior Managers of the department
- Tracks department purchasing card use and produces monthly usage reports
- Provides Commissioner meeting minute support as required
- Provides superior customer service to everyone by responding in a courteous and efficient manner
- Other duties and assignments as required

### **III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Working knowledge of the principles and practices of the assigned business function (i.e., maintenance operations, finance, etc.)
- Ability to conduct research; strong data analysis, data entry, and data verification skills; proven attention to detail
- Ability to obtain working knowledge of Authority and department policies and directives
- Strong organizational and filing skills; ability to prioritize and handle multiple projects simultaneously

- Ability to maintain confidentiality
- Demonstrated oral and written communication skills with the ability to communicate in clear and concise manner; general knowledge of English grammar, usage and composition, with ability to edit material and prepare correspondence
- Demonstrated effective computer skills in Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint); ability to learn and use other computer data base systems
- Willingness and ability to learn to perform a variety of tasks of progressively increasing difficulty
- Ability to conduct the office in an orderly and professional manner including direct incoming and outgoing mail, answer telephones, greet visitors, etc.
- Ability to supervise effectively and provide clear instruction
- Proficient in establishing and maintaining effective working relationship with others, and effectively communicates with the public
- Ability to respond to emergency and critical situations upon the direction of the Director as an “essential employee”
- Ability to provide excellent customer service

#### **IV. REQUIRED EDUCATION AND EXPERIENCE**

- High school diploma or equivalent
- Associates degree in business-related field preferred
- Three (3) years of advanced clerical experience
- One (1) year supervisory experience preferred

#### **V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES**

- Valid driver’s license

#### **VI. ADDITIONAL REQUIREMENTS**

- Subject to background investigation and pre-employment physical and drug test