

ADMINISTRATIVE SUPPORT SUPERVISOR

**Location: Cape May-Lewes Ferry
Cape May, NJ or Lewes, DE**

**\$65,300 to \$80,000 (commensurate with skills)
(Grade 106)**

Opening Date: September 16, 2024

Closing Date: Until Filled

I. POSITION SUMMARY

This is a multi-faced position reporting to the Director of Maintenance Operations or Senior Manager (as directed) for the performance of a wide variety of duties, the difficulty of which varies by skill level, and includes any reasonable request or assignment within the maintenance operations office environment. This position provides responsible and complex administrative support to the management team in Maintenance Operations (to include the Director and the senior managers) by planning, executing and completing assignments as requested or assigned to meet daily operational requirements. This position must operate the 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 permanent and/or casual staff and provides technical guidance to administrative staff at other department facility locations; completes employee performance reviews and evaluations as necessary
- Maintains and records time and attendance records for all maintenance employees on a daily basis and verifies accruals and usages through the Kronos Timekeeping software; confirms accruals and usages in conjunction with the Human Resources Department to verify accurate recordkeeping on a pay-period and an annual basis
- Reviews timecards through the Kronos Timekeeping software of employees who report to the Director of Maintenance Operations for final approval; assists managers and/or supervisors with Kronos entries, revisions, audits, reports, exceptions 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 Operating Officer's guidelines; prepares and maintains a trending report on sick review results, so that consistency and fairness is maintained in the Department
- Provides entry, report preparation, review, assembly and other duties as assigned within the department's Computerized Maintenance Management System (CMMS)
- 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 activities and luncheons 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 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
- Manages the Pool Vehicle Usage schedule and reservation process for the DMB facility
- Manages the CDL registry for employees in the Department who are required to possess a CDL in good standing
- Tracks department purchasing card use and produces monthly usage reports
- Provides meeting minute support as required
- Provides superior customer service to everyone by responding in a courteous and efficient manner
- Maintains working file records of department employee training, certifications and licenses
- Provides support when assigned for requisition preparation, scope of work development, project solicitation and procurement
- Coordinates permanent employee evaluations and casual Tier IV reviews for the department

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
- Strong organizational and filing skills; ability to prioritize and handle multiple projects simultaneously
- Proficiency with CMMS platforms, time-keeping software, MS Office, government accounting software
- 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 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
- Experience working in a money handling position preferred
- Facility Management Professional (FMP) Certification preferred

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license

VI. SPECIAL REQUIREMENTS

- Subject to background investigation and pre-employment physical including drug-test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must be willing and available for duty at such hours, day or night, as may be required in order to maintain continuous operation of the facility

If you are interested in applying for this position, please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.

The Delaware River and Bay Authority is and Equal Opportunity Employer