



# Poudre School District

HUMAN RESOURCES DEPARTMENT

## JOB DESCRIPTION

Job Title: **Operations Support Supervisor**  
Job Family: **Professional**  
Prepared/Revised Date: **July 1, 2024**

FLSA Status: **Exempt**  
Pay Range: **A/P – Grade Y**  
Job Code: **34229**

**SUMMARY:** Responsible for supervising the Customer Support Center staff, Utility Locator and Facilities Support, and Department Technician. Direct workflow and assist with daily operations. Manage and oversee the use of district schools by district and community users and regulate and maintain the district's centralized scheduling system. Manage and maintain the district's work order maintenance system. Manage the district's 24/7 emergency hotline, including managing and dispatching all calls received after-hours, on weekends, and during non-school days to include holidays. Act as a district liaison between staff and community by receiving and routing external and internal phone calls as a part of the district's central phone system. Serve as first point of contact during emergency situations. Direct and maintain the district's preventative maintenance database and long range planning databases. Manage and maintain and track utility locates.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Frequency of duties, percent of time and work year may vary based on department or building assignment.*

Description of Job Tasks
1. Manage and maintain the district's centralized scheduling system. Schedule and coordinate the use of district facilities for all district and community groups. Work collaboratively with customers to assist with facility use information and to accurately complete rental permits. Ensure compliance with insurance regulations. Collect and extract information for monthly facility use invoicing; collaborate with Finance to problem solve and troubleshoot accounting needs such as refunds and credits, collections on accounts, billing disputes, and time sheets from district staff.
2. Supervise Customer Support Center staff and Utility Locator and Facilities Support. Conduct performance evaluations as well as department staff meetings. Manage employee timecards and absence reports. Attend all meetings on behalf of the department. Foster effective working relationships within and outside the department. Manage all hiring efforts for the department.
3. Manage and maintain utility locate database. Receive notifications, verify addresses, generate locate forms, contact and issue work orders to appropriate district personnel and/or external contractors. Adhere to federal regulations regarding documentation, filing and record keeping.
4. Ensure efficient coordination of after-hours on-call operations. Serve as back up contact for the district's after-hours 24/7 emergency hotline. On a rotational basis, independently respond to and dispatch calls a high volume of calls received after-hours, on weekends, and during non-school days to include holidays. Manage and maintain an on-call database of all calls received and dispatched after hours. Issue work orders to Operations staff for all calls received.
5. Manage and maintain the district's work order system. Serve as the central contact for requests from staff and community. Manage and coordinate flow of information to Operations and Warehouse staff, as well as schools. Compile and analyze work order data for reporting. Coordinate work orders necessary for facility use needs including building automation scheduling, deliveries and custodial services.
6. Act as a district liaison between staff and community by responding to and routing inquiries, concerns, and questions received through the district's central phone system. Resolve community and staff concerns providing public relations with a high level of customer service. Manage and maintain all department guidelines.



7. Direct, oversee, and maintain the district's database and scheduling system for Facility Services' preventative maintenance program. Collaborate with all applicable departments to develop best practices, collect and enter equipment inventories, and monitor the issuance of work orders. Maintain district long range planning databases and assist with the collection, entering, analyzing, and reporting of data.
8. Collaborate with the district's Lock Shop to issue and maintain key distribution for district sites according to district policy and guidelines. Work with community users to coordinate access to district tracks, tennis courts, and fields by collecting and processing annual fees. Maintain key issuance database, documentation, filing, and record keeping. Manage and deposit collected fees into SchoolPay.
9. Attend work and arrive in a timely manner.
10. Serve as first point of contact during emergency situations by receiving calls and determining urgency and priority for incidences that include a variety of sensitive and critical issues. Coordinate with appropriate departments to activate emergency notification protocols through issuance of emergency notification text messages informing appropriate parties. Maintain communication, assistance and follow-up with District Crisis Response Team, district staff and school sites. Maintain knowledge of crisis response procedures and manage district emergency notification contact lists.
11. Perform other duties as assigned.

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High School Diploma or GED required, Associate's degree or post-secondary courses in office administration, business or related field preferred
- More than three years of related experience required
- Equivalent combination of education and experience will be evaluated

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Oral and written communication skills
- Data entry skills
- Organizational and management skills
- English language skills
- Interpersonal relations skills
- Math and accounting skills
- Customer service and public relations skills
- Critical thinking and problem solving skills
- Ability to be self-directed and motivated
- Ability to maintain confidentiality in all aspects of the job
- Ability to manage multiple priorities
- Ability to manage multiple tasks with frequent interruptions
- Ability to diffuse and manage volatile and stressful situations
- Ability and willingness to be on call and/or respond to calls 24/7
- Ability to independently coordinate and dispatch a high volume of calls
- Ability to maintain honesty and integrity in all aspects of the job
- Ability and willingness to adhere to attendance requirements, including regular and punctual employee presence
- Ability to promote and follow Board of Education policies, District policies, administrative guidelines and building and department procedures
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment, and report unsafe conditions to the appropriate administrator



**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals
- Operating knowledge of and experience with Microsoft Office, Outlook and other department software systems such as work order management software systems and facility use management software systems.
- Operating knowledge of and experience with standard office equipment, such as telephones, copier, fax machine, E-mail, etc.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	POSITION TITLE	# of EMPLOYEES
<b>Reports to:</b>	Operations Administrative Supervisor	
<b>Direct reports:</b>	Operations Support Specialist	2
	Utility Locator and Facilities Support	1

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed			X	
Reach with hands and arms		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk				X
Hear				X
Taste	X			
Smell		X		

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate				X
Copy		X		



MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Coordinate				X
Instruct			X	
Compute			X	
Synthesize			X	
Evaluate			X	
Interpersonal Skills				X
Compile			X	
Negotiate				X

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	
Depth perception	
Ability to adjust focus	

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	