



January 2019  
Class Code: A-58  
FLSA: Non-Exempt

## **OPERATIONS SUPERVISOR**

### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing vector inspection and control operations; prepares property owner correspondence and site documentation for legal abatement actions; provides field instruction, inspection and policy compliance of the work performed by staff; provides technical assistance to the Director of Operations on program activities and services; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Operations. Exercises direct supervision over technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the Vector Control Inspector series that exercises independent judgment on diverse and specialized inspection and control operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and is responsible for providing technical level support to the Director of Operations in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Participates in the selection, training, supervision and evaluation of assigned staff; participates in the establishment of performance requirements and personal development goals and provides technical assistance and advice to assigned staff.
- Provides day-to-day leadership to and provides training in techniques and methods of inspection, evaluation, and spray application, safety procedures and precautions.
- Inspects and evaluates work being performed to ensure District standards are met; identifies problem areas and directs remedial action.
- Responds to inquiries and complaints from the public; assists assigned staff in gaining entrance to private property and in obtaining the cooperation of property owners; works with property owners to obtain cooperation in source reduction activity not requiring appreciable construction; reviews and maintains property owner contact documentation.

- Makes recommendations and consults with the Director of Operations and other management staff regarding ongoing projects, reports, and specified conditions requiring legal abatement action to correct.
- Recommends program and policy changes to management to improve the service level, cost effectiveness, operational procedures and activities of the Department and District.
- Works with Laboratory staff to provide written content and review of District documents such as area-wide warrants, response protocols, and larger scale field operation planning.
- Prepares or reviews and maintains a wide variety of written reports and records, including personnel records, periodic progress reports, accident reports, maintenance requests and requisitions for section activities.
- Interacts with contractors and vendors who are performing improvements to District facilities; creates scope of work, scheduling of work, reviews quotes, solicits feedback and clarification when needed and submits recommendations to department heads and administration staff for approval.
- Requisitions necessary tools, supplies, materials and equipment.
- Provides field supervision for larger-scale operations; collects data and confirms cases of vector-borne disease; interacts with citizens within the treatment area to explain operations procedures.
- Consults with District's Information Technology Manager regarding data management system, facilitating clear communication with subordinate staff regarding any changes or improvements to District's data system including items in need of correction.
- Attends meetings with other departments and District staff and other public or private organizations involved in vector control matters.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operational characteristics of specialized equipment used in the course of work.
- Methods and techniques of vector control field operations including the use of insecticides, safety precautions and effectiveness of the different types of spray applications under various conditions.
- Familiarity with breeding and living habits of vectors.
- Methods and techniques of identifying the various life cycles of vectors.
- Methods and techniques of preparing reports on operational activities.
- Methods and techniques of reading and interpreting maps.
- Methods and techniques of preparing materials and conducting training.
- District and mandated safety rules, regulations, and protocols.
- Office and records management practices and procedures.
- Applicable Federal, State, and local laws, rules, regulations, ordinances, and procedures relevant to assigned area of responsibility.
- Methods and techniques of preparing technical reports and business documentation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Plan, organize, and coordinate the work of assigned staff; work with subordinate staff to deliver cost effective District wide comprehensive vector control services.
- Effectively provide staff leadership and work direction.
- Organize and conduct vector control field operations.
- Prepare concise and effective property owner correspondence to correct conditions which contribute to vector transmitted disease and pest annoyance.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with property owners and members of the public.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, and procedural, guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to completion of the twelfth (12<sup>th</sup>) grade, and five (5) years of increasingly responsible experience performing technical work within a vector control program, two (2) of which should be in a lead capacity.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California driver's license by time of appointment.
- Possession of certification in Public Health Vector Control Categories A-D, as required by the California Department of Public Health at time of appointment and maintained throughout employment with the District.

### **PHYSICAL DEMANDS**

Must possess mobility to work in the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; and vision to inspect and operate equipment. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards and/or collect samples. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

Employees must wear and use the proper Personal Protective Equipment (PPE).

### **ENVIRONMENTAL CONDITIONS**

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust and air contaminants, vectors and vector-borne diseases, wild and domestic animals, and poisonous plants and animals. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.