



VILLAGE OF HOFFMAN ESTATES JOB DESCRIPTION

CUSTOMER SERVICE & F.A.S.T. SUPERVISOR

EFFECTIVE DATE: October 1, 2024

DEPARTMENT: Public Works	WORK LOCATION: Public Works Center		FLSA STATUS: Non-Exempt
CLASS CODE:	RANGE: 20PW	PENSION: IMRF	UNION: NU
REPORTS TO: Superintendent of Water and Sewer	LEVEL OF SUPERVISION RECEIVED: Under the immediate supervision of the Water and Sewer Superintendent and the general supervision of the Assistant Director		LICENSE/CERTIFICATES: Class B CDL required within three (3) months of employment

SUMMARY:

As a member of the Public Works Department's Management Team, performs management, supervisory, and administrative functions and a wide variety of skilled and semi-skilled duties related to internal and external customer service. Assumes day-to-day management, supervision and coaching of assigned personnel and activities. Assists and interacts with supervisors in other Department units. Establishes work and maintenance priorities, recommends acquisition of products, supplies, and equipment. Participates in snow removal operations and other emergency response needs during and after regular business hours. Participates in other assigned activities. Manages the Right-of-Way permitting process. Possesses exemplary internal and external customer service skills and provides strong management oversight of Village projects. Responds to and interacts with residents, employees, contractors and/or others within and outside the organization in a courteous, professional, and effective manner.

Oversees the FAST Action Service Team. Assigns customer service duties related to J.U.L.I.E. utility locates, field inspections, water quality sampling, water meters and change outs, cross connection control, water B-Boxes shut-offs and locates.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Works alone or as a supervisory/lead person within a team structure; provides supervision of direct reports; develops, trains, and coaches unit personnel. Develops strategies to assist in planning and coordinating unit activities to ensure maximum productivity, efficiency, and strategies that prevent and resolve problems. Assesses and recommends new programs, activities, practices, and procedures. Evaluates the performance of unit members at required intervals; prepares mid-annual/annual performance evaluations.	Daily 35%
2.	Prioritizes, assigns, and schedules work for unit members. Maintains information about work completed, equipment and supplies utilized. Promotes and demonstrates a cooperative customer service oriented attitude when interacting with all internal and external customers. Remains attentive to Public Works and Village related issues while driving in the Village and initiates action for correction. Approves payroll information, including the use of benefit time and preparation of timesheets.	Daily 35%
3.	Oversees the FAST Action Service Team. Assigns customer service duties related to J.U.L.I.E. utility locates, field inspections, water quality sampling, water meters and change outs, cross connection control, water B-Boxes shut-offs and locates.	Daily 30%
4.	Participates in the Department's ongoing cross training programs and will be cross trained to provide back-up and support when necessary to other unit supervisors.	Daily 15%
7.	Participates in Supervisor On-Call program during non-business hours responses; participates in the supervision of snow and ice control operations utilizing in-house and/or contractor resources. Must be available by telephone at all times, whether on or off duty, except when on approved benefit time leave.	Daily or as required
8.	Solicits bids and RFP's and serves as project manager under position areas of responsibility. Coordinates with various Departments to plan for and administer contracts for capital projects. Process purchase requisitions and orders for approval.	Monthly 20%
9.	Manages the Right-of-Way permitting process. Conducts reviews and coordinates comments from other departments within the electronic permitting system to ensures conflicts do not occur between public and Village utilities. Communicates with utility companies and contractors.	Weekly 15%
10.	Maintains complete and accurate departmental records. Prepares various internal and external reports outlining division activities on a regular basis. Answers inquiries and/or requests for service from Village residents, customers, and other departments. Possesses excellent organizational and customer service skills.	Monthly 20%
11.	May operate large and small trucks for system operations and for snow plowing/salting. Work may be performed outside of normally scheduled work hours.	Monthly 15%

12.	Participates in the preparation of the annual budget and administers and controls expenditures. Develops recommendations for the Capital Improvements Program.	Monthly 10%
13.	Maintains thorough knowledge of the Department's Standard Operating Procedures and Safety Practices; ensures that all procedures/practices are followed. Acts as a role model in following the organization's policies and procedures, employee handbook and implementing labor contract.	Daily
14.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily

JOB NO.	OTHER RELATED DUTIES
1.	Coordinates with other departments to assist in the planning of municipal projects and special events.
2.	Meets regularly with staff and division supervisors.
3.	Performs backup supervision in other department units.
4.	Attends Department Management meetings.
5.	Assists in the recruitment process of staff.
6.	Create and review accident and injury reports.
7.	Produces educational handouts, website content, brochures, or other information to assist customers.
8.	Serves as a member of various employee committees.
9.	Stocks and inventories needed repair parts, and maintenance supplies.
10.	Performs other duties, tasks, and responsibilities as assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

☐ None required

☒ Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

- Supervision of the division staff.
- Prepare personnel evaluation reviews for direct reports.

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- ☐ High school education with vocational training
- ☒ High school diploma or general education degree (GED)
- ☐ Two or more years of college coursework in related field
- ☐ Associate's degree (A.A.) from two-year college or technical school
- ☐ Bachelor's degree (B.A.) from four-year college or university
- ☐ Master's degree (M.A.)
- ☐ Doctoral degree (Ph.D)

Degree or coursework should be in...

Experience Level (Select one - required)

- ☐ No prior experience or training required
- ☐ Six months to one year related experience
- ☐ One to two years related experience
- ☐ Two to four years related experience

- ☒ Four to ten years related experience

A minimum of five (5) years of experience in Public Works or related industry.

Additional Experience (Select as appropriate)

- ☒ Experience in supervisory capacity...
- ☐ Experience in management capacity...
- ☐ Must meet the requirements as set by the Fire & Police Commission

3-5 years preferred

Additional Skills

- ☐ Certifications

Computer Skills (Select as appropriate)

- ☒ Entry and processing of data
- ☒ Word Processing data
- ☐ Spreadsheet software
- ☐ Database software
- ☒ Specialized applications:

Microsoft Office, Cartegraph Asset Management

COMMUNICATION SKILLS:**English Language/Communication Skills (Select one)**

- ☐ Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- ☐ Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- ☒ Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- ☐ Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- ☐ Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

Fluency in foreign language skills is:

- ☒ A Plus
☐ Preferred
☐ Required

Ability to speak and/or read, write and comprehend.

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

WORKING KNOWLEDGE OF:

Knowledge of Public Works Department daily/cyclical functions and activities.

Knowledge of regulatory agency rules and regulations, including Illinois Department of Transportation, Cook County Highway Department, Illinois Environmental Protection Agency.

Knowledge of and experience with safety precautions to be observed in maintenance and emergency repair work.

Knowledge and maintenance of water/sewer infrastructure systems and operations.

ABILITY TO:

- ◆ Establish effective working relationships with contractors, developers, architects, engineers, owners, and the general public.
- ◆ Provide excellent customer service (internal/external).
- ◆ Provide input and assist in developing short and long-range goals.
- ◆ Multi-task.
- ◆ Maintain cost effective practices.
- ◆ Review trends and development.
- ◆ Research, resolve and respond to complex problems and complaints.
- ◆ Provide technical advice to supervisors, Boards, Commissions, civic groups, and the general public.
- ◆ Read and understand complicated construction documents and specifications.
- ◆ Establish, evaluate, and maintain priorities.
- ◆ Climb, balance, crawl, pull, and lift to gain access to construction areas or sites for inspection.
- ◆ Communicate effectively, orally and in writing, using the English language.
- ◆ Establish and maintain effective working relationships with co-workers, supervisors, other Village employees, officials, and the public.
- ◆ Respond professionally and respectfully to employees and the public and satisfactorily resolve inquiries.
- ◆ Ability to work with interruptions, such as: front counter questions, phone calls, etc.

PROFICIENCY IN:

- ◆ Operating a desktop computer (or computer equipment) in a network environment (laptop, iPad, etc.)
- ◆ Working efficiently under pressure
- ◆ Multi – tasking

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

(mark all 17 activities)

<u>Physical Activity</u>	----- Amount of Time -----			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	_____	<u> X </u>
Walks	_____	_____	_____	<u> X </u>
Sits	_____	<u> X </u>	_____	_____
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	<u> X </u>
Reaches with hands and arms above shoulder	_____	_____	<u> X </u>	_____
Climbs or balances	_____	_____	<u> X </u>	_____
Twists or turns	_____	_____	<u> X </u>	_____
Stoops, kneels, crouches, bends, or crawls	_____	_____	<u> X </u>	_____
Pulls, pushes, or carries	_____	_____	<u> X </u>	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	_____	<u> X </u>	_____	_____
Operates a motor vehicle or heavy equipment	_____	_____	<u> X </u>	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	_____	<u> X </u>
Lifts or move 10 to 20 pounds (light)	_____	_____	<u> X </u>	_____
Lifts or move 20 to 50 pounds (moderate)	_____	<u> X </u>	_____	_____
Lifts or move 50 to 100 pounds (heavy)	_____	<u> X </u>	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

_____ Absence of color blindness

 X Corrected vision of...

_____ Uncorrected vision of...

As required by the ILSOS to operate a motor vehicle

Enter specific vision requirement here

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

Environmental Conditions

----- Amount of Time -----

	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	_____	_____	<u> X </u>	_____
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	_____	_____	<u> X </u>	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	_____	<u> X </u>	_____	_____
Works near moving mechanical parts	_____	_____	<u> X </u>	_____
Works in high precarious places, underground, or confined spaces	_____	_____	<u> X </u>	_____
Flying debris or airborne particles	_____	<u> X </u>	_____	_____
Fire, smoke, fumes, gases, or noxious odors	_____	<u> X </u>	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	_____	<u> X </u>	_____	_____
Risk of electrical shock	_____	<u> X </u>	_____	_____
Works with explosives or risk of radiation	<u> X </u>	_____	_____	_____
Vibration	<u> X </u>	_____	_____	_____
Extreme illumination	_____	<u> X </u>	_____	_____
Low noise level (Normal voice tones)	_____	_____	<u> X </u>	_____
Moderate noise level (Raised voice levels)	_____	_____	<u> X </u>	_____
High noise level (Shouting/ear protection may be needed)	_____	<u> X </u>	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____