

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Transportation Center Operations Supervisor

CLASS CODE: 3751

GENERAL DESCRIPTION OF DUTIES:

Incumbent supervises the day to day property management of the Transportation Center, including oversight of leases and contractual services, and supervision of subordinate staff.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-journey level professional classification in the Building Operations Series - Building Operations Group job family within the City of St. Louis. Incumbents perform a variety of moderately complex to complex duties. The distinguishing characteristics of this classification include the day to day operation of the Transportation Center, which includes oversight of major lessees (train and bus), contractual services for concessionaires, security, janitorial services, etc. Responsible for the supervision of transportation center subordinates.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions;

Signing performance plans and appraisals;

Resolving informal grievances or formal grievances at the first step; and

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact, and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Develops and implements policies and procedures that govern day to day facility operations. Coordinates operations between transportation agencies and city departments

Coordinates all contracted services within the Transportation Center (e.g. janitorial, security, snow removal, pest control, landscaping, concessions, news stands, city information, etc.)
Negotiates changes in contracts when necessary. Prepares annual contract summaries.

Receives and responds to complaints and concerns by tenants and the public. Resolves deviations from "expected" performance or service provided to travelers/general public as denoted in individual leases/contracts. Arbitrate any conflicts or disputes between lessees that affect service delivery.

Prepares a yearly operating budget for facility to include both revenue projections and expected costs by line item. Analyzes actual to budget performance to insure facility is operating within budget. Takes corrective action should expenses exceed budget.

Reviews and approves all invoices (e.g. electric, telephone, the various professional service contacts, etc.) and billings for rent, and reconciles financial statements. Prepares detailed billing instructions for accounting, including calculations of fees, dates due, late fees, etc.

Pursues revenue sources; markets available advertising space; prepares cost/benefit analysis for converting premises from one type of use to another. Determines goods and services to be sold and prepares requests for proposals. Establishes tenant contract language. Develops, negotiates, and implements contract changes.

Tracks revenue performance, identifies trends, reviews with tenants to correct undesirable financial results.

Analyzes expenditures and other financial information to develop plans, policies, and budgets for increasing revenues and improving services.

Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systemize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Human Interaction:

Requires the ability to persuade, convince, influence, and monitor tenants and the public, in favor of desired outcome. Oversees and controls employee discipline, selection and allocation, and planning of human resources. Requires considerable skill in communicating with various levels of individuals.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as computer terminal, printer, calculator, telephone, photocopier, fax machine and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as financial statements, invoices, revenue reports, expenditure requests, budgets, bid specifications, contracts, leases, inspection reports, ordinances, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentage and decimals; interpret and develop descriptive statistical reports.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, planning, negotiating, and coordinating. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as temperature and noise extremes.

Physical Requirements:

Requires the ability to circulate throughout the transportation center and surrounding facility.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, shapes and sounds to examine road signs, detect color schemes, determine sound impact on tenants, inspect facilities and clearly distinguish objects at close range.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.