

HOPE SERVICES

Job Description

5/99

Position: Shift Supervisor

Classification: Exempt

Salary Grade: Grade 6

Status: Non-Bargaining

Purpose:

To supervise a crew of workers in the performance and development of the assigned business operations. May include outreach and sales to expand business opportunities. Assures good customer service and business practices.

Principle Responsibilities:

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Supervision of the daily operations of assigned business.
2. Assures adequate staffing through scheduling, recruitment, hiring, and orientation of workers. Provides all aspects of supervision, evaluation, and training of staff.
3. Provides on-going and regular update training of staff.
4. Prepares accurate production reports as needed and assures accurate documentation is maintained.
5. Assures compliance with agency employment practices and safety standards is maintained.
6. Responds to customer calls, complaints, suggestions and feedback. Assures customer satisfaction.
7. Performs periodic quality control through monitoring and confirmation calls.
8. Performs sales calls and makes contacts where needed to expand the business operations.
9. Monitors the maintenance and repair of machinery and or equipment.
10. May perform other duties as assigned to assure efficiency of program.

Minimum Qualifications:

High School diploma or GED, plus two years of related work experience including supervision or working with people with developmental disabilities. Additional business related experience and/or education may be required depending on the assignment.

Shift Supervisor

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Reports To: Department Manager

Supervisory Responsibility: Yes

Required knowledge, Skills and Abilities:

1. Ability to communicate effectively, both verbally and in writing.
2. Basic computer knowledge.
3. Ability to facilitate systems and checks to assure delivery of quality service and product to internal and external customers.
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5. Ability to facilitate systems and checks to assure delivery of quality service and product to internal and external customers
6. Knowledge of the principles of management, supervision, planning, fiscal management, fair employment practices, regulations, safety, health and client rights
7. Ability to observe, evaluate, document verbally and in writing.

Environmental Conditions:

Depending on assignment, may work indoors or outdoors. May be required to handle machinery, use computers, telephones and drive to locations. Exposure to noise, dust and pollens.