



Oregon Travel Information Council

Position Description

Job Title: Rest Area Supervisor

FLSA: Exempt

Supervisor: Rest Area Program Administrator

Type: Full-Time

Department: Rest Areas

General Statement of Responsibilities

Provides direct oversight and management of day-to-day operations of rest areas, supervises other rest area employees, and oversees the activities of contractors or licensed personnel performing electrical, plumbing, painting and other work. Responsible for monitoring and maintaining all systems to ensure safe and efficient operations. Ensures budgetary and expense controls. Serves as a key field representative to other agencies, partners, and the public.

Supervision Received

Works under the general supervision of the Rest Area Program Administrator.

Supervision Exercised

Supervises work of assigned Rest Area Specialists and Technicians, including planning, assigning, scheduling and reviewing work. Responsible for hiring, terminating, training and developing, reviewing performance and administering corrective action for assigned staff. Directs and supervises work of contractors.

Examples of Duties - Essential Functions

1. Directs and supervises the work and activities of staff and contractors working on facilities and grounds. Inspects staff and contractors' work and reports on quality, acceptance, or improvements needed. Sets goals for subordinates, keeps accurate and timely supervisor logs, and conducts performance appraisals.
2. Works with Rest Area administration to develop operating budget. Ensures that Rest Area expenditures are within budget and approved.
3. Monitors water, wastewater and other systems; tests and maintains as necessary.
4. Performs minor maintenance and repairs to facilities, equipment, and fixtures as necessary, including unplugging toilets, replacing light bulbs, removing graffiti, and painting.
5. Maintains appropriate inventory of parts, maintenance supplies and materials.
6. Maintains accurate daily logs, working files, inventories, contracts and records.
7. Develops efficient and cost-effective methods of rest area maintenance and operations while assuring that TIC maintenance standards are met on all facilities and grounds.

8. Ensures that accurate methods are used to monitor the inventory and condition of facilities, equipment, utility systems and grounds.
9. Conducts property inspections for negative impacts to structures and grounds.
10. Writes material or work specifications, obtains quotations, purchases materials or authorizes work per agency operating procedures and policies.
11. Develops specific plans including labor, material, equipment, and budget for approval of projects. Participates in the selection of contractors.
12. Supervises Rest Area Specialists and Technicians by giving direction and assigning tasks. Controls work schedules, time sheets, and purchases.
13. Participates in the hiring process of new Rest Area staff. Provides training to Rest Area Specialists and other staff in work procedures and performance standards required to manage the Rest Area.
14. Ensures that all Rest Area staff comply with all applicable rules and laws, safety requirements, and TIC policies and procedures.
15. Interacts with the traveling public. Promotes compliance with Rest Area rules and regulations. Discourages unapproved or disruptive activities. Requests law enforcement assistance as needed.
16. Works with free coffee program permit holders and other volunteers.
17. Cooperates with local advocates working with TIC to help plan and develop Rest Area improvements. Interfaces with other agencies involved with Rest Area operations.
18. Works with and responds to other TIC staff through phone, email, and in-person contact that supports open communications, demonstrates a positive business attitude, and promotes an environment of mutual respect.
19. Reports daily to the Rest Area Program Manager any incidents or changes in normal activities and operations. Responds to Rest Area emergencies and report those emergencies up the chain of command.
20. Ensures restrooms are clean, either by overseeing work of contractor(s) or by sweeping, washing, disinfecting and mopping floors, walls, ceilings and fixtures with approved chemicals. Areas of cleaning include inside and outside walls, toilets, urinals, fixtures, ceilings, floors, mirrors, hand dryers, windowsills, partitions, and garbage cans; and keeping dispensers filled.
21. Collects and disposes of garbage, litter, tree limbs and other debris. Cleans tables, benches, walkways, parking areas, signs, drinking fountains and other fixtures.

22. Inspects and monitors appearance and condition of facilities, equipment, utility systems and grounds; reports needed repairs, safety hazards, or conditions requiring outside vendor services. Takes appropriate and necessary measures to eliminate or mitigate hazards. Checks electrical use to ensure that hazards are not created.
23. Monitors building security and safety by performing such tasks as inspecting doors, windows and locks to ensure they are properly and securely fastened.
24. Removes snow from sidewalks, walkways and parking areas using snow removal equipment.
25. Mows turf areas to maintain neat and trim appearance. Edges sidewalks regularly.
26. Trims grounds around shrub beds and picnic table pads as well as fence lines and areas not accessible by mower. Trims shrubs and keeps beds free from litter and weeds. Removes dead shrubs and replants as needed.
27. Blows sidewalks and picnic areas after mowing. Keeps leaves removed from all areas. Pressure washes sidewalks as needed.
28. Performs other duties as assigned.

Screening Criteria

Education and Experience:

- Three years of management, lead work, or supervisory experience which includes customer service (e.g., supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) AND maintenance experience (e.g., construction trades, landscaping); OR
- A Bachelor's degree AND 18 months of management, lead work, or supervisory experience which includes customer service (e.g., supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) AND maintenance experience (e.g., construction trades, landscaping); OR
- An Associate's degree AND 2 years of management, lead work, or supervisory experience including customer service (e.g., supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) AND maintenance experience (e.g., construction trades, landscaping).
- OR any satisfactory equivalent combination of education and experience which ensures the ability to perform the essential functions of the position.

Special Requirements/Licenses: A valid driver's license and proof of an acceptable driving record are required. Current First Aid/CPR certification from an agency-accepted certification authority is required.

Additional Requirements: The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results. Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

Knowledge of: Basic facility operations and maintenance; federal, state and agency statutes, rules and processes; appropriate state and federal safety and personal protective safety policies, laws, regulations, practices and procedures; personnel rules; State and TIC policies and internal procedures.

Skills: Excellent supervisory skills including assigning work, evaluating quality and quantity of maintenance and operations work performed by direct-report personnel, and providing effective supervision and performance feedback to direct-report personnel and contractors; training and giving direction concerning work procedures; effective interpersonal and written communication; safe use of tools, material and equipment associated with landscape, building, facility and utility system maintenance; basic plumbing, carpentry, painting and grounds keeping; basic computer operations and software, including Microsoft Office for email, spreadsheets and word processing; excellent time management.

Ability to: Meet the physical demands of the position; determine the most effective and efficient methods, means and personnel by which operations are to be conducted; provide exceptional customer service and courtesy while communicating with others, including upset and difficult rest area visitors; promote compliance with rest area rules; maintain composure and take appropriate action during emergency or emotionally-charged situations; use excellent judgment in evaluating situations, applying rules and guidelines, determining and carrying out appropriate courses of action; provide factual information based on observation, knowledge and understanding; prioritize and meet deadlines; operate hand and power tools.

Physical Demands of Position: *The physical demands listed below represent those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with qualified disabilities to perform the essential functions.*

Works in, on and around buildings, facilities and grounds, inside and outside in all weather conditions; uses vision and hearing, manual dexterity, communication and motor skills to perform duties, including emergency response situations; traverses up and down inclines and stairs, over rough, uneven and slippery terrain or paved surfaces; maneuvers objects weighing up to 50 pounds; uses ladders, reaches above shoulder level, and works on hands and knees; bends, stoops, crouches, kneels, climbs, twists, pushes and pulls in regular performance of duties. This position requires both verbal and written communication abilities.

Working Conditions: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this position, the employee is working indoors and outdoors; interacts frequently with the public; often works alone; may work various shifts including weekends, holidays, evenings and long hours on short notice; regularly travels between assigned rest areas; occasionally travels, including overnight, to headquarters or other facilities for meetings and training; may be exposed to environmental and chemical hazards, allergens, and odors standard to area of assignment; cleans up and disposes of human-generated and animal waste; may be exposed to hostile and offensive language and actions from the public; will be scheduled for on-call periods and must live within 60-minute maximum travel response time to rest area in case of emergency call out.

SIGNATURES:

This document has been reviewed by the Supervisor and the Incumbent. I understand that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

_____ Incumbent Name	_____ Incumbent Signature	_____ Date
_____ Supervisor Name	_____ Supervisor Signature	_____ Date
