

**POSITION TITLE:** Control Center Supervisor

**DEPARTMENT:** Maintenance

**STATUS:** Exempt

**LEVEL:** \$33.4240/hour (AFSCME, Level 13)

**POSITION SUMMARY:**

Directs the daily operations of the Maintenance Control Center, supervises the department's staff, and oversees the department's computerized operations and reporting systems.

**ESSENTIAL FUNCTIONS:**

1. Manages the operations of the Maintenance Department work order system, including review, development, implementation, and management of upgrades to work order system processes and mobile forms.
2. Oversees the Maintenance Department's mobile device inventory and system configuration.
3. Manages the WHA's Energy Management System (EMS), including monitoring, analyzing and reporting.
4. Manages the Maintenance Department's staff licensing operations, including applications for new licenses, license renewals, permits, certifications, and coordination of necessary licensing training and monitoring of a master list of staff licenses.
5. Produces and analyzes reports for review of Maintenance Department processes, procedures, and productivity to identify areas in need of improvement. Makes strategic recommendations to the Director of Maintenance based on those analyses.
6. Develops, implements, and analyzes results of Maintenance Department audits, as well as audit procedures and policies.
7. Maintains departmental records, monitors distribution, and administers recordkeeping procedures.
8. Administers the WHA's key control program, including distribution, security, inventory, accounting, and annual audits of all WHA keys and access cards, as well as lock changes.
9. Supervises and trains Control Center staff, including clerical procedures, payroll, and evaluation of Control Center staff performance.
10. Schedules and coordinates delegation of assignments to Control Center staff.
11. Works with Maintenance Department supervisors to monitor and manage project schedules for the department to create efficient work scheduling and issuance of work orders.
12. Works closely with other WHA departments, including Management, Modernization, Public Safety, and Legal to coordinate efficient response times, procedures, communication, work flow, and resolution of issues and project road blocks.
13. Attends various staff and management meetings for planning and development purposes.

**OTHER RESPONSIBILITIES:**

1. Performs similar job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Four (4) year college degree required.
2. Minimum of three (3) three years of supervisory experience in an office environment.
3. Ability to multitask and work in a busy office environment with frequent interruptions.
4. Ability to supervise, train, evaluate and discipline a staff of approximately five to ten.

5. Strong interpersonal communication skills both written and verbal.
6. Project management experience, including the ability to plan, supervise, and coordinate maintenance programs.
7. Computer literacy, including ability to learn customized software and understand, implement, and analyze computer programs and systems.
8. Strong organizational skills; ability to plan and coordinate work flow throughout the department and multiple areas.
9. Ability to assemble and analyze factual information for the purpose of developing proposed courses of actions and comprehensive solutions to department-related issues.
10. Ability to be relied upon to be available for work.