

Operations Support Coordinator

Proposed New Job description

Primary Reason Why Classification Exists

To perform a variety of para-professional and supervisory activities associated with supporting the activities of utilities operations.

Distinguishing Features of the Class

An employee in this class performs a variety of tasks that directly supports the efficient operation of the Water and Sewer Department's field operations divisions. The primary job responsibilities are managing procurement and accounts payable functions, facilitating warehouse operations, inventory control, and other administrative tasks. Work is performed under the general direction of the Operations Manager and performance is evaluated based on the attainment of specific performance objectives, personal observation, feedback from department managers and employees.

Examples of Work

- Manages the field operations accounts payable program and appropriate assignment of funds, including annual budgeting process.
- Performs purchase requisition coordination, execution, and tracking with Finance Department.
- Coordinates directly with existing and potential vendors to ensure most effective and cost-efficient acquisition of products and services.
- Actively monitors inventory levels and performs various tasks in inventory accounting.
- Reconciles field operations inventory on a monthly basis; ensures inventory is properly managed and recorded; supervises warehouse staff.
- Orders supplies, materials, and uniforms as needed by field operations.
- Assists customers when necessary and facilitate the tap application process in direct coordination with the Operations Support Specialists.
- Fills-in, as needed, and assists in other divisions of department.
- Performs other related tasks as required by the Operations Manager.

Knowledge, Skills and Abilities

- Considerable knowledge of budgeting and accounts payable processes and procedures.
- Considerable knowledge of effective supervisory principles and practices and organizational personnel policies and procedures
- Ability to effectively coordinate all departmental purchase requisition requirements.
- Ability to maintain a proactive approach to inventory management to ensure appropriate inventory levels and count.
- Ability to maintain positive relationships with current and potential vendors.
- Aptitude for various types of computer aided technology utilized by the department.
- Ability to deal tactfully and courteously with the general public and vendors in explaining policies and procedures.
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- Ability to operate assigned equipment such as forklift, scissor lift and shop truck.
- Ability to develop and maintain effective working relationships with other divisions and departments, the public, vendors and employees.

Operations Support Supervisor
City of Hendersonville

- Ability to communicate effectively in oral and written forms.
- Ability to maintain and prepare accurate reports and records.

Education

- Graduation from high school or GED.
- Associate degree in accounting/inventory control.
- Bachelor's degree preferred.

Experience

Four (4) years of related experience.

Physical Requirements

This is light work requiring the lifting of up to 10 pounds frequently and 20 pounds occasionally, and a negligible amount of force frequently or constantly to move objects. Physical activities include reaching, walking, grasping, and feeling. Effective verbal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside environmental conditions.

Working Conditions

Work is performed in an indoor environment and employee is not substantially exposed to adverse environmental conditions.

Special Requirements

- Valid driver's license
- Must complete Basic Purchasing Course given by the School of Government, UNC within first year of assignment.
- Must complete Introduction to Local Government given by the School of Government, UNC within first year or assignment.
- Forklift Operator Certification.

FLSA Status

Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Hendersonville reserves the right to assign or otherwise modify the duties assigned to this classification.

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