

City of Madison

Job Description



Title: Operations Superintendent

Department: Facilities & Grounds

FLSA Status: Exempt

Pay Grade: 112

New Position Position Change Effective Date 1/12/2026

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The Operations Superintendent is responsible for planning, directing, and overseeing all ground services operations for neighborhood parks, trails, and related public spaces. This role ensures that parks and trail systems are safe, clean, attractive, and well-maintained for public use. The Superintendent provides leadership to ground maintenance teams, manages daily operations, and ensures work is performed efficiently, safely, and in compliance with applicable standards, policies, and regulations.

The Operations Superintendent coordinates maintenance schedules, oversees landscaping and infrastructure upkeep, manages equipment and materials, and supports long-term planning for parks and trail improvements. This position works closely with management, staff, contractors, and community stakeholders to maintain high levels of service, environmental stewardship, and customer satisfaction.

Essential Functions/Major Responsibilities:

- Plans, directs, and oversees daily grounds services operations for neighborhood parks, trails, and related facilities & grounds.
- Supervises, trains, assigns, and evaluates grounds maintenance staff to ensure safe, efficient, and high-quality work.
- Develops and implements maintenance schedules for landscaping, turf, trees, irrigation systems, and trail infrastructure.
- Inspects parks and trails regularly to ensure cleanliness, safety, accessibility, and compliance with standards and regulations.
- Coordinates the use, maintenance, and replacement of equipment, tools, and materials.
- Monitors and manages operational budgets, expenditures, and resource allocation.
- Enforces safety policies and procedures, including compliance with OSHA and organizational safety requirements.
- Responds to service requests, emergencies, weather events, and public concerns related to park and trail conditions.
- Coordinates work with contractors, vendors, and other departments as needed.

- Maintains accurate records, reports, and documentation related to staffing, maintenance activities, and inspections.
- Supports long-range planning, capital improvement projects, and sustainability initiatives for parks and trails.
- Communicates effectively with management, staff, and community stakeholders regarding operations and service levels.
- Assists with the hiring, mentoring, and coaching of employees.
- Handles all discipline, evaluations, and administrative work required of a supervisor in line with City policy.

Secondary Functions:

- Performs other related duties as required.

Job Scope:

Perform duties under general leadership of the Director of Facilities & Grounds or the Deputy Director of Facilities & Grounds with little direction given, operating from established schedule and instructions.

Supervisory Responsibility:

Daily supervision of grounds crews, providing leadership, mentoring, appraisal, training, and development. Monitors performance, maintains schedules, works senior leadership on hiring, discipline, and terminations.

Interpersonal Contacts:

- Interacts with team of workers, including professional and administrative staff.
- Must be able to follow instructions from supervisor.
- Must be able to provide clear directions to subordinate team members.
- Interacts with contractors and vendors to ensure contract compliance.

Knowledge, Skills, and Abilities:

- Knowledge of grounds maintenance practices, including landscaping, turf management, tree care, trail upkeep, and irrigation systems.
- Knowledge of safety standards, OSHA requirements, and best practices related to equipment operation and outdoor work environments.
- Knowledge of environmental stewardship principles, including sustainable landscaping and natural resource protection.
- Knowledge of budgeting, scheduling, and resource allocation for grounds and park operations.
- Skill in supervising, training, and evaluating staff to ensure high performance and safe work practices.
- Skill in planning and coordinating daily, seasonal, and long-term maintenance activities for parks and trails.
- Skill in operating and overseeing the use of ground maintenance equipment and tools.
- Skill in communicating effectively with staff, management, contractors, and the public.

- Ability to lead multiple teams and manage simultaneous projects across diverse park and trail locations.
- Ability to identify maintenance issues and implement timely, cost-effective solutions.
- Ability to prioritize tasks and adapt to changing conditions such as weather, staffing, or emergencies.
- Ability to maintain accurate records, reports, and documentation related to operations and maintenance activities.

Education and/or Experience:

- High School Diploma or GED preferred.
- Five (5) years of experience in facilities and grounds maintenance.
- Must be able to obtain a CPI (Certified Playground Inspector) within 6 months of hiring.
- Strong work history of dependability and performance.
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Additional Requirements:

- Strong background record required, due to accessibility to employee and city property.
- Alabama Driver's license and good driving record required for delivery of cleaning equipment and supplies.

Job Conditions:

- Work around dirt, dust, germs, chemicals, cleaning supplies, and unsanitary conditions at times.
- Work schedule may be changed at any time to accommodate business needs.

Physical Capabilities:

- This position's physical requirements involve medium work exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- Ability to see well enough to drive vehicles and read product and equipment information (corrective lens acceptable).
- Must have full range of physical motion in order to operate various tools and equipment.
- Frequent standing or on feet 5 to 8 hours per day.
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Mayor Approval, Date

Department Head Approval, Date