

UTILITY EXPLORATIVE CENTER SUPERVISOR

DEFINITION

To plan, organize, direct and supervise educational and outreach programs for the Electric and Environmental Utilities Departments; to develop programs, activities and exhibits that meet the needs of the community; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel.

Exercises direct supervision over professional, technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; develop new and manage existing utility related education and outreach programs to meet the needs of the community and the goals of the department; establish schedules and methods for interpretive education programs; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff and volunteers involved in educational and outreach activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, services, facility operations, display, and public programming; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Oversee the operation of the Utility Exploration Center; evaluate and establish schedules and methods for presenting educational and outreach programs and events.

Oversee program and facility planning and operations at the Utility Exploration Center.

Assist in recruiting and overseeing volunteer services associated with facility operation; develop a comprehensive volunteer program.

Assist in the preparation of short and long term business and strategic plans as they relate to assigned activities.

Oversee the development, presentation, storage, replacement, preservation and loan of exhibit materials and collection.

Prepare Requests for Proposals, contracts and service agreements; negotiate and administer contracts; oversee projects and monitor the work of consultants and contractors ensuring the City's standards are met.

Develop and implement marketing activities related to Utility Exploration Enter programs and services; oversee special events, publication of written materials and exhibits, website information and related promotional materials.

Establish and maintain effective working relationships with advisory and community groups.

Represent the function on committees, outside organizations and at staff subcommittees as necessary; coordinate interpretive or educational activities with other divisions and outside agencies.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Municipal utility operations and mandates.

Principles and practices of child and adult learning methods and processes and natural, cultural and historical resource interpretation theory and methods.

Techniques and practices of operating a community interpretive, museum or educational facility.

Principles and practices of marketing and fund development.

Principles of grant administration.

Principles of supervision, training and performance evaluations.

Practices of volunteer program management.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct the operations of a community, museum, interpretive or educational facility.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent education programs and City and department policies and procedures.

Effectively display, store and maintain exhibit collection.

Use sound judgment and sensitivity as it relates to working with various cultures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

A typical way to obtain the required knowledge and abilities would be:

Experience:

Three years of increasingly responsible experience in a community interpretive/educational/museum/science or visitor center programming, preferably in the field of municipal utilities, including one year of functional and technical lead and/or supervisory responsibility.

AND

Training:

A Bachelor's degree from an accredited college or university.

License or Certificate

Possession of a valid California driver's license by date of appointment.

11-05-22 Utility Exploration Center Supervisor