

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

The City of Southfield is currently seeking qualified candidates for the following full-time career position:

JOB CLASSIFICATION: Office Supervisor I – Public Works Water Division

SALARY RANGE: AFSCME 3636 Grade H Pay Range: \$41,624 - \$51,233

Excellent benefit package, including medical, dental, vision, retirement; holidays, vacation, and more.

REPRESENTATIVE JOB DUTIES

- Supervises the daily work flow of department support staff. Provides guidance and leadership to a variety of functional areas and coordinates activities to ensure efficient and high-quality work.
- Trains and monitors progress of staff. Provides cross training for staff in various work areas. Participates in performance evaluation process. Assists in developing office procedures and enforces standards.
- Leads Water Billing department functions.
- Enforces departmental rules, responsible for staff training and motivation; ability to assist in the planning and administration of departmental activities.
- Handle escalated calls from Residents and other City staff regarding Water Billing and other Public Works complaints and inquiries.
- Prepares memos, letters, reports and other material involving directed and self-generated materials. Communicates department information and/or directives of the Department Director.
- Ability to resolve Departmental internal and external situations within position authority.

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD

- Associates degree or two or more years supervisory/management experience; Business or Leadership courses desired.
- Two or more years leadership experience in a customer service environment resulting in substantial knowledge to lead/direct staff and resolve departmental issues. Municipal government experience is a plus.
- Previous leadership and administrative experience sufficient to have gained knowledge of supervisory techniques, staff training and motivation.
- Ability to work effectively with all levels of the organization and visitors with tact and diplomacy.
- Ability to recognize and analyze problems, plan and develop alternatives and effect innovative solutions.
- Proficiency in data base management and familiar with Microsoft Office Products (Word, Excel, Outlook).
- Ability to learn quickly and become proficient with the following software programs: Eden, Lucity, GIS and BS&A
- Excellent verbal and written communication skills.
- Courteous and positive attitude when dealing with co-workers and the public.
- Customer service experience preferred.

The selection process will include a review of the applicant's experience for posted requirements and criminal history check and an oral board interview. Each step of the process must be passed before the applicant will be moved to the next step. Applicants will be invited to further participate in the selection process based on the nature and extent of their related experience, training, and/or certification, as determined by the City of Southfield.

APPLY AT: City of Southfield, Human Resources Department,
26000 Evergreen Road, Southfield, MI 48076

A Completed City of Southfield application packet is required to be considered for this position.

Applications may be downloaded from the City's website at www.cityofsouthfield.com

Completed applications can be emailed to: sfldjobs@cityofsouthfield.com

**City of Southfield Application Packet must be received in the Human Resources Department no later than 5:00 P.M.
Monday August 31, 2020**

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

JS July 28, 2020



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at hrrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.