



## Job Description: Operations Supervisor

Revision Date: 2018.08.17

Reporting Structure: Direct to Operations Manager

Department: Operations

Direct Reports: Yes

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### ***POSITION PURPOSE***

The Operations Supervisor is responsible for the supervision of all aspects of the Operations Team. Responsible to execute full Project Management responsibilities on assigned work.

### ***DUTIES, TASKS AND RESPONSIBILITIES***

#### **Management & Leadership**

- Effectively and regularly communicate with team members.
- Establish team focus by developing and communicating goals in support of the visions and values of Performance Services.
- Develop others by delegating responsibility, providing high-impact performance feedback, and assisting in conflict resolution.
- Manage organizational transformation and change by communicating change to the team, problem solving, and establishing structure.
- Lead and motivate the team to drive Customer and Business success
- Achieve or exceed individual business goals
- Take ownership and responsibility of Customer & Business results
- Ensure compliance with the Employee Handbook, PSI policies, & Procedures; be a representative and supporter for the company's interests
- Represent, establish, and reinforce the PSI culture
- Have a long-term vision: establish problem avoidance process/checklists and make improvements to the business from lessons learned. Maintain a forward thinking/conflict avoidance approach throughout the projects.
- Contribute to the PSI Management & Leadership team in running the business

#### **Business and Customer Interaction**

- Oversee team Profit & Loss for each project and the team portfolio
- Collaborate with the BDMS, Architects, Engineers, and Management team to determine execution strategy, budgets, estimates, structure, schedule, manpower, and plan for each project
- Oversee, monitor, and drive execution of the PSI SOP processes and actions
- Oversee/support bidding activities; identifying bidders, contractor selections, developing bid packages, etc. in support of the project development
- Review final/completed project estimates and assist in vendor and contractor selections
- Assist in proposal preparation, presentation and selling our business
- Develop and maintain relationships with outside contracting partners – create enthusiasm with partners for working with PSI
- Utilize the Labor Planning Tool to project labor needs for backlog and high-probability opportunities in development and assign manpower to align with project needs.
- Visit jobsites on an on-going basis focusing on customer needs, quality, schedule, and contractor needs.
- Analyze, manage, and mitigate risks for the company, customer, and employees; assist in project risk analysis
- Consult with PSI Legal Counsel on contractual issues/concerns
- Negotiate project and contractual issues with Customers, Subcontractors and Suppliers
- Support the PSI Safety Coordinator in executing the PSI Safety Program
- Conduct post-bid reviews and establish lessons learned for process improvement



### **Communication & Collaboration**

- Coordinate and collaborate with employees to schedule and perform safety trainings and orientations.
- Communicate with all necessary people in order to manage and maintain all safety measures.

### **BEHAVIORAL COMPETENCIES**

#### **Core Competencies**

- **Integrity** – Act with integrity; truthfulness, fairness and honesty.
- **Continuous Learning** – Is a continuous learner focused on constant improvement; embraces new technologies.
- **Exceed Expectations** – Work hard to exceed customer expectations.
- **Compassion** – Conduct oneself as a steward-of PSI, supporting its growth & ability to help those in need.
- **Accountability** – Take responsibility for one’s actions and decisions.

#### **Position-specific Competencies**

- **Pace and Variety of Activities** – Role tends to require a fast pace. There will be a changing environment—tasks may change very quickly.
- **Focus** - Detail oriented. Tasks must be completed quickly and correctly. Role will require both a people orientation and an analytical/technical orientation.
- **Integrity** – Acts in an ethical, honest, and respectable manner.
- **Leadership** – Leads others in systematic way to ensure the correct steps are taken throughout the leadership process.
- **Communication** – Communicates professionally and formally when interacting with customers and employees.
- **Initiative** – Works at a steady and even pace, both in the Performance Services office and the job site, without regular and direct supervision.
- **Attention to Detail** – Focuses on staying very precise with strong attention to detail.
- **Problem Solving** – Strong work ethic when figuring out solutions in order to obtain desired results.
- **Development** – Focuses on continuous professional and personal development.

### **WORKING CONDITIONS**

- Office functions will primarily be performed at PSI’s main business office.
- Onsite system optimization, owner meetings, and training presentations are an essential part of this position and will occur frequently.
- Work hours vary based on workload, but should average 45-50 hours per week.
- Some overnight travel will be required.

### **MINIMUM QUALIFICATIONS**

#### **Education/Experience**

- Technical college certification or trade background with subsequent leadership experience required. Engineering or Construction related degree preferred.
- Advanced knowledge of construction, contracts, contracting methods, and subcontract management
- Minimum of 10 years’ experience in estimating, proposals, project management, profit & loss responsibility, and business development.
- DBIA certification preferred
- PMP certification is a plus

*Performance Services, Inc. is an EEO employer that values integrity and workplace diversity.  
All qualified applicants are encouraged to apply.*



**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description in no way states or implies that these are the only activities to be performed by the individual occupying this position. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary.