

City of Allentown  
Position Description

Class Title: Public Works Operations Supervisor

Pay Grade: 11S

Department: Public Works

Bureau: Engineering / Traffic / Office of Compliance

Union: Non-Bargaining

GENERAL PURPOSE

This supervisory-level position oversees clerical operations within the Public Works Department, especially the Bureaus of Engineering and Traffic. The role combines clerical supervision, office management, financial administration, and policy implementation with a focus on customer service, accuracy, and operational efficiency.

SUPERVISION RECEIVED

Works under the supervision of the Deputy Director of Public Works and Public Works Administrative Supervisor.

SUPERVISION EXERCISED

The Public Works Operations Supervisor is responsible for supervising the clerical personnel.

At times, the PW Operations Supervisor may need to exercise supervision over other bargaining employees engaged in various Engineering and Traffic activities.

KEY RESPONSIBILITIES

- **Clerical Supervision:**

Direct and evaluate clerical staff, assign tasks, ensure coverage, and provide training.

- **Financial Administration:**

Handle payroll, monitor budgets, process requisitions and payments via MUNIS, and track expenses.

- **Operational Support:**

Interpret and enforce department policies; support subdivision reviews, RFPs, Bids, and contracts; coordinate Shade Tree Commission.

- **Customer Service & Public Interaction:**

Respond to public inquiries, ensure website and phone tree updates, and manage permit/licensing desk activities.

- **Record Keeping & Reporting:**

Maintain personnel and financial records, compile data for reports, monitor sick/leave balances, and manage the filing and document destruction systems.

- **Technical Skills:**

Utilize Microsoft Office Suite, MUNIS, Energov, and Lucity systems daily.

## MINIMUM QUALIFICATIONS

- **Education:** Associate degree preferred; High School Diploma required with at least 2 years of relevant clerical experience.
- **Experience:** Combination of education and clerical/office management experience will be considered.
- **Language Skills:** Fluent English required; multilingual candidates are a plus.
- **Other Requirements:** Valid Pennsylvania driver's license.

## KEY SKILLS AND COMPETENCIES

- Office operations management

- Staff supervision and training
- Budget tracking and financial processing
- Proficiency in Excel, Word, Access, MUNIS, EnerGov, and Lucity
- Decision-making based on policy interpretation
- Confidentiality and personnel file management
- Problem-solving and multitasking under pressure
- Strong interpersonal and communication skills

#### WORK ENVIRONMENT & PHYSICAL DEMANDS

- **Environment:** Moderate noise level, primarily office-based
- **Physical Requirements:**
  - Frequent sitting and computer use
  - Occasional lifting of up to 25 pounds
  - Good close vision and focus required