

**CLASS SPECIFICATION
Crossing Guard Supervisor**

GENERAL PURPOSE

Under direction, trains, supervises and directs a squad of Crossing Guards working at City schools; coordinates Crossing Guard schedules with school authorities; works with school officials and the public to resolve school crossing problems; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Crossing Guard Supervisor is responsible for supervising and directing the work of a squad of Crossing Guards working at multiple City schools. An incumbent is responsible for recruiting, training, evaluating and supervising the work of Crossing Guards. An incumbent is also responsible for resolving school crossing issues and working with school officials and the public to ensure school crossing functions are appropriately carried out. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, supervises and evaluates the work of assigned Crossing Guards; develops, implements and monitors work plans to achieve assigned goals and objectives; participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve City goals, objectives and performance measures consistent with the City's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving City objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Provides field supervision to Crossing Guards; conducts daily visits to crossing guard sites to review activities of staff; checks school crossing posts to ensure proper coverage and the safe crossing of children.

5. Prepares Crossing Guard schedules; reschedules staff so that all school crossings are properly staffed; maintains records of all hours worked by Crossing Guards and processes payroll action forms; approves time off and leaves for Crossing Guards; data enters Crossing Guard records.
6. Serves as liaison between the City, schools and the public; visits schools to discuss problems with principals and teachers; addresses complaints and inquiries from the public regarding crossing guard services and staff; maintains contact with school officials to determine need for schedule adjustments or changes due to unusual or emergency conditions; determines service needs and staff assignments at new crossing guard locations.
7. Inspects school crossing areas for crossing hazards and prepares hazard investigation reports as needed; reviews Crossing Guard reports regarding traffic/crossing incidents, environmental conditions, suspicious persons and other issues and forwards to the Police Department; operates a two-way radio as needed.
8. Recruits new Crossing Guards; recommends placement of employment advertisements for Crossing Guard positions; interviews applicants and makes recommendations for hiring.
9. Coordinates and schedules Crossing Guard meetings; orders Crossing Guard uniforms and supplies.

OTHER DUTIES

1. Serves as a Substitute Crossing Guard as needed.

QUALIFICATIONS

Knowledge of:

1. Traffic and safety laws, rules and regulations pertaining to school crossings.
2. Geography of the City and its street system and traffic patterns surrounding school crossing posts.
3. Practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
4. Basic principles and practices of conflict resolution.
5. Standard office practices and procedures, including record keeping.
6. City administrative procedures and forms for human resources, payroll and purchasing processes.
7. Computer hardware and standard uses of word processing, spreadsheet, database and other software.
8. Basic research techniques, methods and procedures
9. Principles and practices of effective supervision.
10. City human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, assign, supervise and evaluate the work of a squad of Crossing Guards working at multiple sites.
2. Effectively analyze and resolve school crossing problems and situations.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with applicable laws, regulations, rules and policies.
5. Read maps and learn the location of City streets.
6. Train others in work processes and procedures.
7. Communicate clearly and effectively, both orally and in writing.
8. Observe situations and accurately determine effective courses of action.
9. Operate a computer terminal and computer using word processing, spreadsheet and other business software
10. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
11. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations and upset individuals.
12. Establish and maintain effective working relationships with management, staff, school officials, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and at least two years of experience as a Crossing Guard, at least one of which was in a lead capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

First Aid and CPR certification is desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to walk, stand and sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; work on multiple, concurrent tasks with frequent interruptions; and interact with management, staff, school officials, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works under typical office conditions and the noise level is usually quiet. The employee is also required to work in outside conditions, exposed to wet and/or humid conditions, where the noise level may be loud.