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Operation Supervisor

Camden NJ 08102

“With Pride, we make public spaces friendly and vibrant for the communities we serve.”

***MUST HAVE A CAMDEN, NJ LICENSE OR ID TO QUALIFY FOR THIS POSITION. ***

We strive to support our community. Thus, being a Camden, NJ resident is a requirement for this position.

Block by Block is seeking to hire an Operation Supervisor that aids and assists in oversight of our Clean, Safety and Hospitality Program. This program has many moving parts and requires someone with experience in not only supervising a team but motivating them as well. Our culture is very important and this role is a critical part of the management team structure.

Operations Supervisor's provide an exemplary model of leadership, best practices and customer service. Our operational procedures such as supervision, coaching, motivating, and client management are all equally important, so we need someone that is able to wear many hats while leading and managing the team.

Responsible for assisting the Operations Manager in all facets of the program at the local level. Need most are people skills (Soft skills) with empathetic and compassionate supervision experience. Our supervisors are leaders that have a great path to promotion if the ability to lead and motivate come easy.

Supervision are the main skills and experience needed. We can train all the rest.

The schedule for this position is Wednesday through Sunday, 6 a.m. - 2:30 p.m.

ESSENTIAL FUNCTIONS

APPLICATION OF OPERATING MODEL – Apply Block by Block standard concepts, processes, practices and policies to daily operations to address local needs and concerns. This means (in a nutshell) please, use common sense and make it happen. We have a lot of it figured out, just stick with the best practices for the program, use your skills and common sense, treat people the way you'd like to be treated and you'll succeed.

OPERATIONAL OVERSIGHT – Responsible for daily guidance and direction of on-street operations in regard to security and safety. Assists in developing a custom deployment plan to maximize visibility and effectiveness of resources (personnel and equipment). Evaluates daily needs and adjusts the standard safety deployment plan to meet the daily needs of the service district. Events will cause changes to deployment and staffing. Changing to staffing will require changes to supervision and to training. We need someone who doesn't need to be directed to get it done or treat our people right!

HUMAN RESOURCES – assets in selection of potential candidates for hire. Supervises, trains, coaches and mentors selected staff to create a cohesive team of Ambassadors to represent West Campus and Block by Block. Great personalities, leadership ability and strong sense of work ethics and a will to succeed is all you'll need.

QUALITY ASSURANCE - Ensures service expectations are being met through regular contact with customer; evaluates quality of services through measuring individual employee performances compared to expectations and overall program performance and making adjustments as necessary. Our Block by Block employee and services brand is based on quality and promises. We need someone who will understand the significance and work to keep the company standards and best practices at the forefront.

CUSTOMER RELATIONS – Actively engages client/customer representative and stakeholders to discuss local issues and to set a course for continual program evolution. Implements new local strategies to continually improve service delivery. Relationship building and honoring services are of utmost importance.

REPORTING – Uses a combination of standard Block by Block reporting processes combined with processes developed specifically to update stakeholders on accomplishments and program effectiveness. Must be able to provide written reports of broken infrastructure, graffiti on private property, and provide a basic daily report of accomplishments and tasks completed. Must be able to provide direction and counsel to team members and report concerns to Operations Manager.

HANDS ON – The Operations Supervisor is an important element of the programs visibility and is expected to be a working supervisor to actively participate in daily tasks and duties. Working supervisors are expected to motivate and aid our ambassadors in their daily work and client expectations.

FRONT LINE LEADERSHIP – Leadership is key: Responsible to supervise shift duties of ambassadors while ensuring compliance to all Block by Block standards, procedures, and policies.

PROFESSIONALISM - Must maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall Block by Block standards of expected professionalism.

PHYSICAL ABILITIES – Physical Requirements are as such: frequently lifts, carries or otherwise moves and positions objects weighing 50 lbs. Frequently bends, kneels and crouches and uses repetitive movement of hands, arms and legs. Continuous traversing and moving about. Exposure to adverse weather conditions, chemicals, odors, dirt and dust.

Must have a valid driver's license and be insurable (Good driving record as we must run a MVR).

Reschedules and/or assignments at the request of the customer.

Any other duties that may be assigned.

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. Reasonable accommodation may be made to enable individuals with qualified disabilities to perform the essential duties/functions.

Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Benefits:

We are proud to offer the following benefits:

· **Insurance:** Medical with available FSA and/or HSA, Dental, Vision, Short-Term and Long-Term Disability, Life, and Accidental Death and Dismemberment, Critical Illness, and Accident.

· **Paid time off:** Vacation, Sick Time and/or PTO (*Only where required by local requirements and contract agreements*), Paid Leave (*only where required by law*), Holidays (*only where required by contract agreement*), Floating Holidays (*only where required by contract agreement*), Birthday Pay (*eligible after one year of service at most locations unless otherwise stated in CBA*), Jury Duty (*only where required by law*).

Job Type: Full-time

Pay: \$57,000.00 per year

Benefits:

- 401(k)
- Dental insurance
- Employee discount
- Health insurance
- Paid time off
- Vision insurance

Shift:

- 8 hour shift
- Day shift
- Morning shift

Weekly day range:

- Weekends as needed

Experience:

- Supervising: 1 year (Required)

License/Certification:

- Driver's License (Required)

Work Location: In person