



Code: 8173

Family: Construction, Maintenance, and Skilled Labor

Service: Operation and Construction

Group: Street, Water, Sewer, and Disposal

Series: Sanitation

CLASS TITLE: WARD SUPERINTENDENT

CHARACTERISTICS OF THE CLASS

Under general supervision, monitors street and sanitation services that include refuse collection, street cleaning, and snow removal for an assigned ward in the Bureau of Sanitation, including all other city services and works with aldermanic ward offices to maintain communication/cooperation between both parties; performs related duties as required

ESSENTIAL DUTIES

- Acts as a liaison between the Department of Streets and Sanitation and aldermanic ward offices to ensure that sanitation services (e.g., street sweeping, vacant lot clean-up, graffiti removal, compost collection, snow, and ice removal) are properly coordinated and integrated with ongoing refuse collection operations. Also provides similar liaison work for other services
- Interfaces with the public to respond to neighborhood concerns and service requests
- Monitors the day-to-day work operations within a designated ward to ensure residents receive needed sanitation, street maintenance, and other City services
- Assists the Division Superintendent with work crews engaged in sanitation work activities (e.g., refuse, bulk trash, compost collection, street cleaning, basket pick-up)
- Works with Refuse Collection Coordinators engaged in investigating complaints and issuing sanitation code violation tickets
- Monitors completion of refuse collection routes and other city services to ensure all areas of the ward are serviced
- Observes work crews in the field & monitors productivity levels to assess efficiency of operations
- Requests needed non-sanitation services from appropriate bureaus and City departments
- Investigates and follows up on service requests and complaints forwarded from City departments, aldermanic ward and/or division offices to ensure their proper resolution
- Assists division staff in coordinating snow and ice removal activities within the ward
- Coordinates street sweeping schedules in advance
- Address fly dumping incidents which may require loading small items (e.g., tires, tree debris, yard signs)
- Meets with public officials, community groups, ward residents, and attends community meetings to address problems and provide information on the bureau's sanitation programs
- Drives a vehicle to survey overall conditions in the ward, assessing cleanliness of ward areas, and identifying need for additional City services
- Monitors the recycling program and the completion of recycling collection routes to ensure all areas of the ward are serviced

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five years of work experience in refuse collection, street cleaning, or snow removal operations, transportation infrastructure, or forestry operations

Licensure, Certification, or Other Qualifications

- A valid State of Illinois driver's license is required

WORKING CONDITIONS

- General office environment
- Exposure to outdoor weather conditions
- Availability to work on an on-call basis is required

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Cameras and related photography equipment
- Personal protective equipment (e.g., hard hat, shoes, glasses, gloves, vest, pads)
- Communication equipment (e.g., two-way radio, dispatch equipment)

PHYSICAL REQUIREMENTS

- Some lifting and carrying (up to 35 pounds) is required
- Ability to stand and walk for extended or continuous periods of time

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Considerable knowledge of:

- *applicable City programs (e.g., Streets and Sanitation)
- *use of sanitation program equipment and materials

Some knowledge of:

- *management and supervisory principles, methods, practices, and procedures
- *surveying and inspecting field operations
- *material disposal methods, practices, and procedures
- *use of safety equipment and protective gear
- *administrative methods and practices

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- COORDINATION WITH OTHERS - Adjust actions in relation to others' actions

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.
