



Rest Area Supervisor Beaver Marsh and Midland Rest Areas

OPENING DATE/TIME: 03/12/2018

CLOSING DATE/TIME: 04/02/2018 11:59 p.m.

SALARY: \$4,167 - \$5,523 per month/\$50,000 - \$66,281 per year

JOB TYPE: Permanent

LOCATION: Two Locations in Oregon

AGENCY: Travel Information Council/Oregon Travel Experience

DESCRIPTION: Are you seeking an opportunity to work in a program that improves the experience for the millions of travelers who use Oregon's Highway Rest Areas each year? The State of Oregon Travel Information Council (DBA Oregon Travel Experience) is hiring one Rest Area Supervisor for two locations being added to our existing portfolio of 17 rest areas around the state on July 1, 2018:

Beaver Marsh, on the northbound and southbound sides of Highway 97, approximately five miles south Chemult and **Midland**, on the northbound side of Highway 97, approximately eight miles south of Klamath Falls.

The successful candidates must reside within a maximum 60-minute travel distance to at least one of the assigned rest areas for response to emergency situations.

ABOUT THE AGENCY: OTE is a semi-independent state agency overseen by a council composed of eight appointees of the Governor and one member of the Oregon Transportation Commission. Its mission is to create a great visitor experience by providing direction to destinations, connecting travelers with Oregon's resources, and ensuring safe and convenient travel. The agency's annual operating budget will grow to more than \$12 million (on July 1, 2019) with Capital Improvement funding for rest areas of approximately \$8 million in the two-year period beginning July 1, 2018. The agency has approximately 50 FTE in the central office

and rest areas statewide. If you would like more information about Oregon Travel Experience visit www.ortravelexperience.com.

WHAT'S IN IT FOR YOU:

- Comprehensive medical, dental, and vision plans for the employee and qualified family members, including \$5,000 in employee basic life insurance.
- Paid sick leave, vacation, personal leave and 10 paid holidays per year.
- Membership in the Public Employees Retirement System (PERS)/Oregon Public Service Retirement Plan (OPSRP).

DUTIES & RESPONSIBILITIES: The primary purpose of the Rest Area Supervisor position is to provide direct oversight and management of day-to-day operations of Rest Areas, supervise other Rest Area employees, and oversee the activities of contractors or licensed personnel performing electrical, plumbing, painting and other work. The supervisor is responsible to monitor and maintain all systems to ensure safe and efficient operations. Ensures budgetary and expense controls. Serves as a key field representative to other agencies, partners, and the public.

You must have and maintain a valid driver license and an acceptable driving record. You also must obtain and maintain First Aid/CPR certification from an agency-accepted certification authority.

Rest Area Management:

- Directs and supervises the work and activities of staff and contractors working on facilities and grounds. Inspects staff and contractors' work and report on quality, acceptance, or improvements needed to staff or contractor and OTE administration. Sets goals for subordinates, keeps accurate and timely supervisor logs, and conducts performance appraisals.
- Works with Rest Area administration to develop operating budget. Ensures that Rest Area expenditures are within budget and approved.
- Monitors water, wastewater and other systems; test and maintain as necessary.
- Performs minor maintenance and repairs to facilities, equipment, and fixtures as necessary.
- Maintains an appropriate inventory of parts, maintenance supplies and materials.
- Maintains accurate daily logs, working files, inventories, contracts and records.
- Develops efficient and cost-effective methods of rest area maintenance and operations while assuring that OTE maintenance standards are met on all facilities and grounds.
- Ensures that accurate methods are used to monitor the inventory and condition of facilities, equipment, utility systems and grounds.
- Inspects properties and facilities to identify potential hazards; take appropriate and necessary measures to eliminate or mitigate hazards.
- Conducts property inspections for negative impacts to structures and grounds.
- Writes material or work specifications, obtain quotations, purchase materials or authorize work as per agency operating procedures and policies.

- Develops specific plans including labor, material, equipment, and budget for approval of projects. Participates in the selection of contractors.
- Supervises Rest Area Specialists by giving direction and assigning tasks. Controls work schedules, time sheets, and purchases.
- Provides training to the Rest Area Specialists and/or other staff in the work procedures and performance standards required to manage the Rest Area.
- Participates in the hiring interviews of new Rest Area staff as needed.
- Ensures that all Rest Area staff comply with all applicable rules and laws, safety requirements, and OTE policies and procedures.

Information & Assistance:

- Interacts with the traveling public. Promotes compliance with Rest Area rules and regulations. Discourages unapproved activities. Requests law enforcement assistance as needed.
- Works with free coffee program permit holders and other volunteers.
- Cooperates with local advocates who are working with OTE to help plan and develop improvements at the Rest Area.
- Interfaces with other agencies involved with Rest Area operations.
- Works with and responds to other OTE staff through phone, email, and in-person contact that supports open communications, demonstrates a positive business attitude, and promotes an environment of mutual respect.
- Responds to Rest Area emergencies and report those emergencies up the chain of command.
- Reports daily to the Rest Area Operations Manager any incidents or changes in normal activities and operations.

Janitorial:

- Cleans restrooms by sweeping, washing, disinfecting and mopping floors, walls, ceilings and fixtures with approved chemicals. Areas of cleaning include: inside and outside walls, toilets, urinals, fixtures, ceilings, floors, mirrors, hand dryers, windowsills, partitions, garbage cans, sidewalks, and parking areas.
- Keeps toilet paper, paper towel, and sanitary napkin dispensers filled.
- Collects and disposes of garbage, litter, tree limbs and other debris.
- Cleans tables, benches, walkways, parking areas, signs, drinking fountains and other fixtures.
- Monitors building security and safety by performing such tasks as inspecting doors, windows and locks to ensure they are properly secured. Checks electrical use to ensure that hazards are not created.
- Observes appearances and conditions of premises and equipment; reports needed repairs, safety hazards, or conditions requiring outside vendor services.
- Performs minor maintenance such as unplugging toilets, replacing light bulbs, removing graffiti, and painting.
- Removes snow from sidewalks, walkways and parking areas using snow blowers, snow shovels, and spreading snow melting chemicals.

Landscape:

- Mows turf areas to maintain neat & trim appearance.
- Edges sidewalks regularly.
- Trims grounds around shrub beds and picnic table pads as well as fence lines and areas not accessible by mower.
- Keeps leaves removed from all areas.
- Trims shrubs and keep beds free from litter and weeds. Removes dead shrubs and replants as needed.
- Blows sidewalks and picnic areas after mowing.
- Pressure washes sidewalks as needed.
- Picks up and removes storm debris and downed limbs as needed.

Working Conditions:

- Interacts frequently with the public. Often works alone.
- May work various shifts including weekends, holidays, evenings and long hours on short notice.
- Regular travel between assigned rest areas. Occasional travel, including overnight to headquarters or other facilities for meetings and training.
- May be exposed to environmental and chemical hazards, allergens, and odors standard to area of assignment.
- Cleans up and disposes of human-generated and animal waste.
- May be exposed to hostile and offensive language and actions from the public.
- Works in, on and around buildings, facilities and grounds, inside and outside in all weather conditions; uses vision and hearing, manual dexterity, communication and motor skills to perform the duties of the position, including emergency response situations; traverses up and down inclines and stairs, over rough, uneven and slippery terrain or paved surfaces; maneuvers objects weighing up to 50 pounds; uses ladders, reaches above shoulder level, and works on hands and knees; bends, stoops, crouches, kneels, climbs, twists, pushes and pulls in regular performance of duties.
- The individual in this position must perform position duties in a manner which promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully; actively engage in and promote a positive work environment; develop good working relationships with agency personnel and with appropriate external partners; identify and resolve problems in a constructive manner; demonstrate openness of constructive feedback and suggestions; and contribute to a positive, respectful, and productive work atmosphere creating a positive, productive environment focused on results. Regular attendance is an essential function required to meet the demands of this job and to provide necessary services.

QUALIFICATIONS, REQUIRED & REQUESTED SKILLS:

Your letter must clearly demonstrate how you meet the minimum qualifications listed below for this position. A resume **will not** substitute.

Minimum Qualifications (Required Skills):

- Three years of management, lead work, or supervisory experience which includes customer service (e.g. supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) **AND** maintenance experience (e.g., construction trades, landscaping); **OR**
- A Bachelor's degree in Park and Recreation Administration, Natural Resource Management, Environmental Studies or a related field **AND** 18 months of management, lead work, or supervisory experience which includes customer service (e.g. supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) **AND** maintenance experience (e.g., construction trades, landscaping); **OR**
- An Associate's degree in Park and Recreation Administration or Natural Resource Management, Environmental Studies or a related field **AND** 2 years of management, lead work, or supervisory experience including customer service (e.g. supervising personnel, scheduling, performance evaluation, hiring recommendation, practices of employee relations, etc.) **AND** maintenance experience (e.g., construction trades, landscaping).
- **Transcripts:** If you are using coursework to meet the minimum qualifications, you must attach transcripts to your letter.

Desired Attributes (Requested Skills):

- Excellent supervisory skills including assigning work, evaluating the quality and quantity of maintenance and operations work performed by direct-report personnel, and providing effective supervision and performance feedback to direct-report personnel and contractors.
- Skill in training and giving direction concerning work procedures to individuals in accomplishing different and varied tasks to achieve goals.
- Solid ability to determine the most effective and efficient methods, means and personnel (year-round, seasonal, volunteer) by which operations are to be conducted.
- Effective interpersonal and written communications skills to obtain and provide needed information. Able to provide factual information based on observation, knowledge and understanding.
- Exceptional customer service and courtesy while communicating with others, including upset and difficult rest area visitors, including the ability to promote compliance with rest area rules.
- Ability to maintain composure and take appropriate action during emergency or emotionally charged situations.
- Excellent judgment in evaluating situations, applying rules and guidelines, determining and carrying out appropriate courses of action to achieve desired results.

- Skill in and knowledge of basic facility operations and maintenance including the safe use of tools, material and equipment associated with landscape, building, facility and utility system maintenance.
- Skill in performing basic plumbing, carpentry, painting, and grounds keeping.
- Competence in basic computer operations and software, including Microsoft Office for email, spreadsheets and word processing.

HOW TO APPLY & ADDITIONAL INFORMATION:

In an attachment by email to hr@oregonte.com, submit both a resume that includes dates and locations of your current and prior employment **and** a detailed cover letter that clearly states:

- Your qualifications for the position you seek. You must include paid or unpaid experience that documents how you meet the minimum qualifications and requested skills. Do not any additional materials unless transcripts or veterans' preference documentation is required.
- **Your cover letter must clearly demonstrate how you meet the minimum qualifications and requested skills listed for this position.**

Veterans' Preference: Eligible veterans who meet the qualifications will be given veterans' preference. To receive preference, you **MUST** attach appropriate documentation as outlined by the Department of Administrative Services at the following website <http://www.oregon.gov/jobs/Pages/Vet-resources.aspx> or you may call the Oregon Department of Veterans' Affairs at 1-800-692-9666.

Driver License: This position requires you to possess and maintain a current valid license to drive issued by the state of residence.

Criminal Records Check: Employment is contingent on the outcome of a criminal records check which may require fingerprints (FBI). Any history of criminal activity will be reviewed and could result in the withdrawal of the offer or termination of employment.

Questions? If you have questions about the recruitment and selection process, please email hr@oregonte.com.

Special Information:

- All application materials will be reviewed for communication at a professional level with attention to proper grammar, spelling, and punctuation.
- Unless otherwise required by statute or contract, all OTE employees are employed "at will," which means that your OTE employment may be terminated by the employee or OTE, at any time for any lawful reason, with or without cause, and with or without advance notice. You may also resign your employment with OTE at any time. Any contract establishing an employment relationship with OTE other than "at will" must be in writing, signed by the

Executive Director and approved by the Executive Committee of the Travel Information Council.

- No relocation costs will be authorized.
- The compensation on all announcements may change without notice.

**Oregon Travel Experience is an Equal Opportunity, Affirmative Action Employer
Committed to Workforce Diversity**