

## CONTRACT SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** Under general direction, the Contract Supervisor oversees management of service and material contracts (such as backflow services, water treatment and fountain cleaning, landscape maintenance, street sweeping, pest control, custodial services, HVAC preventative maintenance, elevator preventative maintenance, etc.). Responsibilities include: writing new service and material contracts, and rewriting existing agreements; serving as the technical expert on contract terms and conditions, and process controls by drafting, editing, and reviewing contracts according to department needs and budget; working with Purchasing Department to prepare contract documents for bid specifications, proposals, and award processes; leading contractors on requirements for scope of work and understanding the City's expectations; communicating to contractors on performance concerns and determining resolutions; conducting market research with vendors; analyzing contract expenditures and forecasting possible costs to stay within budgets and master agreement balances; conducting field inspections and auditing work sites to ensure contract specifications are being met; performing comparative analysis to determine cost effectiveness of in-house work versus contract work; and making recommendations for type of services and contracts needed and potential costs involved. Additional duties include: supervising, coordinating, and directing the activities of Landscape Coordinators and Contract Specialists; providing training to staff on contract compliance and requirements, billing, invoice processes, and recordkeeping for service and material contracts; working with staff to identify potential projects; overseeing staff in writing scopes, bids, and awards, and scheduling work and monitoring budgets for in-house projects related to service contracts; performing site visits to evaluate staff performance and their ability to enforce contract compliance, answer questions, and evaluate contractors performance; serving as the technical expert for various field aspects related to all facilities and parks contract oversight; assisting in the preparation of CIP requests and budget requirements; and streamlining processes and setting common goals with both Parks and Facilities workgroups as part of the management team for both divisions.

**Distinguishing Features:** The incumbent in this class reports to a PRCF Maintenance Superintendent and is evaluated through conferences, reports, and results achieved. Supervision is exercised over the classifications of Landscape Coordinator and Contract Specialist. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Industrial Engineering, Construction Management, Construction Engineering, Civil Engineering, Landscape Management, or a related field. Considerable (3 - 5 years) experience in service contract administration, monitoring, or inspection in the private or public sector, including at least two (2) years of supervisory/lead experience or two (2) years regular oversight of service contractors, preferably in a municipal setting.

**Special Requirements.** Must possess a valid Class D Arizona Driver's License by hire or promotion date. Due to the required access to all secured buildings, for this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa to allow full, unescorted access to police facilities.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Experience with service contract administration in the areas of landscape maintenance, pest control, water treatment or closely related field is preferred.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates verbally and in writing with the general public, other City employees, contractors, vendors, and management to communicate contract requirements, concerns related to contractors' performance, and determine proper resolutions. Prepares contracts and written documents such as work orders, change orders, contract specifications, master agreements, and performance appraisals with clearly organized thoughts using the proper sentence structure, punctuation, and grammar. Instructs and provides technical expertise to subordinates in the evaluation of submitted proposals, final negotiations, and/or recommendation of contract awards. Facilitates training meetings with awarded contractors to establish clear understanding of contractual requirements. Trains staff on contract language and compliance, billing practices, invoice approval processes, and recordkeeping related to contracts.

**Manual/Physical:** Inspects and monitors contract site areas in the field to determine compliance with contract specifications. Reviews the work of others to ensure compliance with standard operating procedures and federal regulations as they pertain to contract specifications. Operates a motor vehicle and/or City vehicle requiring a standard Arizona Driver's License to monitor job sites, inspect work in progress and completed jobs, and evaluate contractor performance. Perform site visits to answer questions and to evaluate staff performance and their ability to enforce contract compliance. Operates a variety of standard office equipment. Detects traffic sounds when working near moving traffic, and backup warning devices when working around moving equipment. Performs extensive walking, bending, and stooping to inspect work areas. Meets scheduling and attendance requirements.

**Mental:** Oversees and manages contracts, serves as technical expert on contract terms and conditions and process controls. Plans, organizes, and directs the activities of staff and contractors. Supervises and evaluates the work of subordinate personnel. Prioritizes own work, work of others, and assigns work to personnel. Establishes and enforces operating procedures and work standards to ensure conformance with contract requirements and City and industry specifications. Coordinates work activities with other City departments. Participates in the planning, review and coordination of contract budgets for assigned areas. Assists in the preparation of CIP requests and budget requirements for assigned buildings and parks. Manages and monitors contract and/or minor project expenditures to ensure target budgets are met. Analyzes contract expenditures and produces forecast reports related to contracts budgets and master agreement balances. Performs comparative analysis of contract work

versus in-house work to determine cost effectiveness. Oversees and assists staff in writing bid specifications and scopes of work, scheduling projects, and monitoring budgets for in-house improvement projects.

**Knowledge and Abilities:**

the principles and practices of service contract monitoring and administration; contracts, terms and conditions, requirements, and compliance practices; landscape maintenance practices and procedures; primary aspects of facilities, custodial, pest control, and grounds maintenance; estimating practices and current labor and material costs;  
the materials, manpower, and equipment needed to complete projects;  
the procedures utilized by the City in preparing, bidding, and awarding service and maintenance contracts;  
billing practices, invoice procedures, and retention requirements;  
the accounting procedures and forms used in processing payments for contracted services; forecasting and budget projection and preparation principles and practices;  
basic employee training practices and procedures;  
the principles and practices of employee supervision; and the principles of continuous quality improvement.

**Ability to:**

plan, organize, direct, coordinate, supervise, and evaluate the work of subordinate personnel; establish and enforce work standards and operating procedures to ensure that jobs are completed in a timely manner and in conformance with contract requirements, City and industry specifications, and appropriate safety practices and procedures;  
communicate effectively with City employees, contractors, engineers, vendors, and the general public;  
write service and material contracts, and rewrite existing agreements;  
draft, edit, review, and interpret and/or establish contract terms, conditions, and specifications; prepare bids, technical specifications, and contract/service agreements;  
forecast budget projections based on costs for services, materials, manpower, and equipment necessary to complete work projects;  
respond to contractor concerns by investigating problems or situations, visiting job sites, and determining resolutions;  
monitor service contracts and service agreements to ensure that the terms of the contract or agreement are being met by inspecting work in progress or completed job; and  
establish and maintain effective working relationships with coworkers, management, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/24 – Benchmarking

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PAY GRADE: 53

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