



Code: 8184

Family: Construction, Maintenance, and Skilled Labor

Service: Operations and Construction

Group: Street, Water, Sewer, and Disposal

Series: Sanitation

CLASS TITLE: GENERAL SUPERINTENDENT

CHARACTERISTICS OF THE CLASS

Under direction, functions as a senior-manager directing the operations of a bureau responsible for infrastructure programs. Accountable for the management of skilled trades, laborer personnel and work operations related to transportation infrastructure, electrical maintenance and construction and street maintenance, and performs related duties as required

ESSENTIAL DUTIES

- Plans and develops organizational objectives and program goals designed to improve work operations and the delivery of services to City residents
- Evaluates existing operations and modifies and develops new procedures and policies to improve productivity and contain operating and personnel costs
- Works with supervisors to monitor and coordinate daily work activities, City events, and/or emergency situations and to ensure priorities are established and objectives are met
- Oversees the coordination of major infrastructure maintenance or electrical maintenance and construction programs with other City departments, agencies, and contractors
- Oversees the preparation of a bureau's operating budget, ensuring programs are adequately funded
- Participates in the development and implementation of performance management work measures, objectives and standards
- Manages financial and personnel resources, assessing and allocating manpower and equipment needs, project costs, and budgetary allotments
- Represents the department providing information on services, special projects, or new programs relating to infrastructure improvements services
- Prepares management reports on work productivity, project and program costs, and program accomplishments
- Oversees the preparation of and completes staff performance appraisals, handles union issues and initiates and administers disciplinary actions, as required
- Prepares work reports detailing accomplishments and objectives met

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

- Nine (9) years of transportation infrastructure, electrical maintenance, or related construction or street maintenance experience, of which three (3) years are in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college with an Associate's degree in Business Administration, Public Administration, Construction Management, Project Management, or a directly related field, PLUS seven (7) years of work experience in transportation infrastructure, electrical maintenance or related construction or street maintenance experience, of which three (3) years

of work experience is in a supervisory role related to the responsibilities of the position; **OR**

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration, Construction Management, Project Management, or a directly related field, PLUS five (5) years of work experience in transportation infrastructure, electrical maintenance or related construction or street maintenance experience, of which three (3) years of work experience is in a supervisory role related to the responsibilities of the position; **OR**
- Graduation from an accredited college or university with a Masters's degree or higher in Business Administration, Public Administration, Construction Management, Project Management, or a directly related field, PLUS four (4) years of work experience in transportation infrastructure, electrical maintenance or related construction or street maintenance experience, of which three (3) years of work experience is in a supervisory role related to the responsibilities of the position

Licensure, Certification, or Other Qualifications

- An Illinois State Driver's license is required

WORKING CONDITIONS

- General office environment

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)
- Communication equipment (e.g., two-way radio, dispatch equipment)

PHYSICAL REQUIREMENTS

- Must lift and carry (up to 30 pounds)

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Advanced knowledge of:

- *infrastructure or sanitation management
- *supervisory principles, methods, practices, and procedures

Considerable knowledge of:

- budgetary and fiscal management practices

Moderate knowledge of:

- applicable City programs (e.g., Streets and Sanitation) and their funding guidelines
- geographical locations within the City and applicable facilities
- *use of safety equipment and protective gear
- applicable emergency operations

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

Other knowledge as required for successful performance in the Assistant General Superintendent class

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 FINANCIAL RESOURCES - Determine how money will be spent to get the work done and account for these expenditures
- MANAGEMENT OF MATERIAL RESOURCES - Obtain and see to the appropriate use of equipment, facilities, and materials needed to do certain work
- MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- *NEGOTIATION - Bring others together and trying to reconcile differences
- *JUDGEMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Other skills as required for successful performance in the Assistant General Superintendent class

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 abilities as required for successful performance in the Assistant General Superintendent class

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
- 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
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations

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- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
- INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
- ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems

Other characteristics as required for successful performance in the Assistant General Superintendent class

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.

City of Chicago
Department of Human Resources
May, 2014; May 2025