

CLASS SPECIFICATION
Assistant Crossing Guard Supervisor

GENERAL PURPOSE

Under the direction of the Crossing Guard Supervisor, trains, supervises and directs a squad of Crossing Guards working at multiple City schools; works with school officials and the public to resolve school crossing problems as directed by the Crossing Guard Supervisor; and performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

Assistant Crossing Guard Supervisor is responsible for supervising and directing the work of a squad of Crossing Guards working at multiple City schools under the direction of the Crossing Guard Supervisor. An incumbent is responsible for assisting in recruiting, training, evaluating and supervising the work of Crossing Guards. Duties and responsibilities are carried out within the framework of established policies, procedures and guidelines assigned by the Crossing Guard Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Assists in recruiting and training crossing guards; provide field supervision to the crossing guards; coordinate the work schedules of the crossing guards as directed.
2. Serve as a substitute crossing guard when necessary; handle citizen complaints regarding crossing guard issues.
3. Maintain computer data entry regarding school crossing guard records; communicate with crossing guards via two-way radio.
4. Maintain professional rapport with staff of Moreno Valley and Val Verde Unified School Districts.
5. Assists in evaluating crossing guards.
6. Complete Hazard Investigation Reports and follow-up when necessary.
7. Receive calls from crossing guard staff regarding their availability and time off needs (due to the nature of these calls, access to an answering machine is critical at all times of the day).
8. Handle disciplinary and Workers' Compensation issues under the direction and supervision of the Crossing Guard Supervisor.
9. Perform related duties as assigned; and provide quality customer service.

OTHER DUTIES

1. Serves as a Crossing Guard.

QUALIFICATIONS

Knowledge of:

1. Traffic and safety laws, rules and regulations pertaining to school crossings.
2. Geography of the City and its street system and traffic patterns surrounding school crossing posts.
3. Practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
4. Basic principles and practices of conflict resolution.
5. Standard office practices and procedures, including record keeping.
6. City administrative procedures and forms for human resources, payroll and purchasing processes.
7. Computer hardware and standard uses of word processing, spreadsheet, database and other software.
8. Basic research techniques, methods and procedures
9. Principles and practices of effective supervision.
10. City human resources policies and procedures and labor contract provisions.

Ability to:

1. Plan, assign, supervise and evaluate the work of a squad of Crossing Guards working at multiple sites.
2. Effectively analyze and resolve school crossing problems and situations.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Interpret, apply, explain and reach sound decisions in accordance with applicable laws, regulations, rules and policies.
5. Read maps and learn the location of City streets.
6. Train others in work processes and procedures.
7. Communicate clearly and effectively, both orally and in writing.
8. Observe situations and accurately determine effective courses of action.
9. Operate a computer terminal and computer using word processing, spreadsheet and other business software
10. Prepare clear, concise and comprehensive correspondence, reports and other written materials.
11. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations and upset individuals.
12. Establish and maintain effective working relationships with management, staff, school officials, the public and others encountered in the course of work.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent, and at least two years of experience as a Crossing Guard, at least one of which was in a lead capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

First Aid and CPR certification is desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to walk, stand and sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms.

Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; observe and interpret people and situations; learn and apply new information or skills; work on multiple, concurrent tasks with frequent interruptions; and interact with management, staff, school officials, the public and others encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works under typical office conditions and the noise level is usually quiet. The employee is also required to work outdoor in all weather conditions, where the noise level may be loud.