

The Maryland-National Capital Park and Planning Commission

TITLE: Tree Maintenance Supervisor GRADE: 22 DATE: 8/5/2020
SERIES: Building and Grounds Maintenance CODE: 2545 EEO: Technician FLSA: Exempt

Class Definition:

Under direction, manages the County-wide tree inspection program and supervises tree crews in performing skilled and semi-skilled manual tree maintenance work involving considerable responsibility, complexity, and variety. Assigns work to crews and coordinates projects. Responsibilities include planning, evaluating and inspecting completed work; resolving inquiries and complaints concerning tree maintenance issues; and maintaining safety and security of tools, vehicles and equipment. Responsible for the safety and quality of work assignments, and training of employees. Applies expert knowledge of industry standards and specialized equipment used in tree climbing, pruning and removal, International Society of Arboriculture tree assessment and tree maintenance techniques and safety practices, local tree species and related diseases, and arboriculture practices and procedures for parkland. Performs various types of analyses (e.g. data, operational and supervisory) to ensure adequacy, accuracy and effectiveness in assigned functions. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Meets the FLSA standard for exemption as a supervisor. Performs other duties, as assigned.

Work is assigned in terms of functions, priorities, requirements of specific assignments, known or suspected problems. The incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices of the field of work, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the applicable guides. The incumbent is to keep the supervisor informed and to seek assistance only for highly complex or sensitive matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and such other factors as use of skill and ingenuity in overcoming technical and non-technical problems.

Examples of Important Duties (Estimated Percentages):

1. Unit/Staff Supervision (± 40%)

- Manages County-wide tree inspection program and supervision of multiple crews and designated staff engaged in high risk tree removal, maintenance and care. Prioritizes, plans and supervises work program to ensure tree health and safety; estimates staff and equipment for each project or work order. Conducts requested inspections of parks and other Commission property from citizens, staff, and other agencies to identify hazard, diseased, dead, or unwanted trees and limbs which need removal or other treatment (e.g., pruning, fertilization). Determines appropriate treatments based on International Society of Arboriculture risk assessment guidelines. Checks Commission property lines to verify ownership of trees; coordinates projects with other Commission units. Manages tree maintenance contract work; ensures staff and programs delivered meet industry standards for safety and quality of work.

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- Performs a full range of supervisory human resource (HR) management functions, unit-wide. Initiates or recommends official personnel actions such as recruitment, selection and transfer; selects or helps select staff; trains or develops staff or ensures staff training and development; mentors and coaches; counsels or disciplines; approves or disapproves leave; ensures adherence to equal employment opportunity (EEO) requirements and pertinent Commission policies and procedures; establishes and communicates objectives and expectations, and evaluates performance.
2. Quality Assurance/Quality Control Related ($\pm 55\%$)
- Establishes group goals and objectives; plans work, establishes deadlines and priorities. Evaluates work operations, provides technical expertise and inspects completed work; assures projects are on schedule and arrange for additional resources as necessary. Assigns crew to correct outstanding problems or recommend action to supervisor; ensures preventive measures are used when possible.
 - Responds to, investigates and resolves inquiries and complaints concerning tree maintenance issues; communicates with citizens to discuss Commission policies and procedures. Responds to requests for service based upon phone calls and written requests from citizens, staff, public officials, other agencies and address issues and answer questions.
 - Maintains inventory of tools and equipment; establishes procedures for routine maintenance, repair, and security of tools, vehicles, and other equipment used by crews. Conducts routine safety inspections and provides maintenance and repairs; maintains safety and legal compliance. Develops materials and trains staff in use of specialized equipment and related technical practices.
3. Other ($\pm 10\%$)
- Maintains a variety of administrative records and correspondence such as Commission property maps, vehicle and maintenance logs and time sheet data; writes periodic administrative and operational reports (e.g., accident, injury, and equipment damage reports). Maintains updated status of work orders and labor hours in work order request system.
 - Conducts research for adherence to best management practices and latest innovations in tree inspection, safety and maintenance programs; provides technical assistance to support presentations for community groups and others. Reviews technical literature; maintains current knowledge of tree care maintenance standards and trends.

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- Participates in budget formulation; monitors and tracks expenditures in accordance with approved funds. Prepares purchase requisitions and checks requests; reviews catalogs and meets with vendors to identify equipment and supplies needed; obtain bids and price quotes.

Important Worker Characteristics:

A. Extensive knowledge of: (1) Commission organization, policies, and procedures; * (2) CPR and first aid; (3) Merit System rules and regulations*; (4) industry standards (e.g. Maryland Occupational Safety and Health (MOSH) and Occupational Safety and Health Administration (OSHA), and American National Standards Institute (ANSI) and specialized equipment used in tree climbing, pruning and removal; (5) International Society of Arboriculture tree assessment and tree maintenance techniques and safety practices; (6) local tree species and related diseases; and (7) arboriculture practices and procedures for parkland.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Management/supervisory skills to effectively manage and develop professional staff, monitor performance, develop and evaluate performance goals, train and develop skills and abilities, provide leadership, follow Commission personnel policies and procedures and recognize and recommend personnel actions including recruitment, selection, promotion, transfer and discipline.
- C. Skill in operation of: (1) appropriate office equipment, including personal computer; (2) related software (e.g., Microsoft Office, Kronos*, smart park system*); (3) vehicles requiring CDL license; and (4) equipment and tools used in tree maintenance activities.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples include applying principles to solve non-routine problems; determining appropriate treatments based on International Society of Arboriculture risk assessment guidelines, prioritizing, planning and supervising work program to ensure tree health and safety.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, at times, be convinced or persuaded. Examples include reading and writing technical and routine reports, correspondence and maps.
- F. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team and mediating disputes.

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Minimum Qualifications (MQs):

1. High school diploma or Certificate of General Educational Development (GED).
2. Four (4) years of progressively responsible experience in tree maintenance/climbing, including one (1) year in a lead or supervisory capacity.
3. An equivalent combination of education and experience may be substituted, which together total 4 years.
4. Valid Commercial Driver's License (CDL) with appropriate endorsements at time of employment and in accordance with both State and Commission rules and regulations. Driver's license must be unencumbered by restrictions, revocations, suspensions, or points that could limit the employee's ability to drive Commission vehicles or perform driving duties required by the position of assignment.
5. Pass Commission medical examination.

Working Conditions:

Regularly works outdoors. Exposed to adverse weather conditions. Potential exposure to noise, vibration, dust, and hazardous materials. Hazardous conditions exist due to exposure to power tools, power lines, wild animals, stinging insects, poison ivy, oak or sumac, and dead and dangerous trees and limbs. Incumbents in this class must frequently: remain in a stationary position and operate vehicles intermittently. Staff in this position must ascend and descend trees using specialized tree climbing equipment. Overtime and emergency on-call time may be required.