

Shop Supervisor (Fleet Services Supervisor)

Occupational Family/Code – Building and Shop Trades: TSS

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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Fleet Service Supervisors work as team leaders in a moderate to large repair depot under the general direction of the Fleet Services Manager. Fleet Service Supervisors supervise and co-ordinate the day to day activities of a large team of Journeypersons and non-Journeypersons in repair, maintenance, fabrication and service delivery activities associated with the provincial highway fleet.

The Fleet Service Supervisor:

- Performs various economic analyses such as cost/benefit analyses relating to optimum repair/replacement strategies and provides written reports to document the results.
- Must have a general understanding of the core business of the clients and be able to forecast staffing requirements in order to maximize the efficiency of the depot while meeting the level of service requirements of the clients.
- Monitors monthly expenditures, assists in annual budget development, prepares daily and monthly reports, and develops and implements administrative policies.
- Participates in the recruitment and selection of staff.
- Supervises and manages activities associated with the inventory to maximize productivity of depot staff and ensure the provision of supplies for clients while keeping in mind the cost of inventory.
- Inputs, edits, updates, retrieves, maintains, formats and transmits data with accuracy, creating and generating queries, reports and other documents using word processing, databases, spreadsheets, communications and other software packages.

The Fleet Service Supervisor must have knowledge of theories, principles and practices related to the heavy equipment field that is typically gained through successful completion of a relevant Journeyperson trade.

These duties are normally performed in the shop environment but overnight travel to other locations in the province is occasionally required.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of union management procedures and how they relate to human resource processes. **(Learn)**
 - Knowledge of relevant legislation, regulations, acts, agreements, policies and/or procedures. **(Bring)**
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Theories/Principles

- Knowledge of office/administration procedures and protocols. **(Learn)**
 - Knowledge of basic math and accounting principles. **(Bring)**
 - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
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Technical

- Knowledge of theories, principles and practices related to mechanical repairs. **(Bring)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/ developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to facilitate discussions and/or develop and deliver presentations, training sessions and/or meetings to promote programs and share information. **(Learn/Bring)**

Personal attributes which may link with this skill statement include: confident, positive...

- Ability to verbally and in writing provide clear and concise information in response to inquiries at a level appropriate to the recipient and in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: service oriented, decisive...

- Ability to accurately and concisely record, compose or edit various documents such as letters, memos, reports using correct grammar, spelling and punctuation for your own or other's signature. **(Bring)**

Personal attributes which may link with this skill statement include: confident, independent...

- Ability to provide clear, concise and accurate information and/or explanations to people in response to questions, concerns or complaints raised. **(Bring)**

Personal attributes which may link with this skill statement include: confident, supportive ...

- Ability to actively listen to clients and staff who may be hostile, angry, rude, confused or frustrated to diffuse potentially dangerous or threatening situations. **(Bring)**

Personal attributes which may link with this skill statement include: decisive, understanding, approachable...



- Ability to provide clear, concise instruction to individuals and/or groups of employees to assign and complete tasks in a timely manner. **(Bring)**

Personal attributes which may link with this skill statement include: confident, positive, approachable, attentive to detail...

- Ability to provide clear, concise instruction on detailed assignments to individual and/or groups of employees to enhance skills and improve job performance. **(Bring)**

Personal attributes which may link with this skill statement include: supportive, proactive...

Leadership

- Ability to guide and coach employees to build a team that can meet its goals and objectives. **(Bring)**

Personal attributes which may link with this skill statement include: team player, approachable, understanding...

- Ability to advise and guide individual and groups of employees in conflict and dispute. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, decisive, understanding...

- Ability to instruct, guide, coach and encourage others to enhance their job performance and further develop their skills. **(Bring)**

Personal attributes which may link with this skill statement include: proactive, understanding...

- Ability to assign work to others taking into consideration priorities, employees' workloads and skills and the work that needs to be accomplished. **(Bring)**

Personal attributes which may link with this skill statement include: confident, decisive...



- Ability to fairly and objectively select qualified candidates in accordance with clearly stated job requirements. **(Learn)**

Personal attributes which may link with this skill statement include: flexible, independent, decisive...

- Ability to develop, coach, and encourage assigned staff and/or people under your direction, recognizing commendable achievements to ensure a healthy, productive and safe, harmonious work environment. **(Bring)**

Personal attributes which may link with this skill statement include: supportive, confident...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to accurately apply relevant and applicable acts, regulations, policies and procedures. **(Bring)**

Personal attributes which may link with this skill statement include: service oriented, decisive...

- Ability to collect and analyze relevant data to make accurate and timely decisions on a variety of issues. **(Bring)**

Personal attributes which may link with this skill statement include: decisive, proactive...

Interpersonal

- Ability to develop and maintain open and honest working relationships with staff and clients in order to accomplish organizational objectives. **(Bring)**

Personal attributes which may link with this skill statement include: team player, supportive...



- Ability to interact, influence and promote positive behaviour change in staff & clients in order to meet the goals and objectives of the organization. **(Bring)**

Personal attributes which may link with this skill statement include: understanding, approachable...

- Ability to interact diplomatically to determine or mediate a solution when encountering difficult or confrontational clients or staff. **(Bring)**

Personal attributes which may link with this skill statement include: approachable, confident...

- Ability to actively listen to, acknowledge concerns, provide explanations and/or options to diffuse or resolve difficult situations with people in a calm and courteous manner. **(Bring)**

Personal attributes which may link with this skill statement include: supportive, understanding...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...

Organizational

- Ability to balance diverse and conflicting workload pressures accomplishing organizational goals while meeting the needs of the team. **(Bring)**

Personal attributes which may link with this skill statement include: independent, flexible...

- Ability to plan, organize, prioritize and assign a high volume workload taking into consideration task complexity, frequent interruptions and continuous deadlines, available resources and multiple reporting relationships. **(Bring)**

Personal attributes which may link with this skill statement include: independent, confident, open minded...



- Ability to identify and maintain inventory and equipment ensuring adequate levels are maintained to ensure service delivery. **(Bring)**

Personal attributes which may link with this skill statement include: proactive, service oriented...

Analytical

- Ability to accurately forecast and analyze expenditures in order to meet allocated budget. **(Learn)**

Personal attributes which may link with this skill statement include: decisive, confident...

- Ability to independently, or as part of team, develop, implement and/or update short and long term strategies, and operational plans consistent with established (ministry) goals and objectives using statistical, financial, technical, scientific and program reports or sources. **(Learn)**

Personal attributes which may link with this skill statement include: independent, team player, open minded...

- Ability to organize, analyze and assess information in order to evaluate options in response to repair or replace decisions, changing needs and priorities. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, confident...

Technical

- Ability to diagnose problems, repair, trouble-shoot or arrange for repair of light and heavy equipment to restore operation. **(Bring)**

Personal attributes which may link with this skill statement include: service oriented, proactive...



- Ability to input, edit, update, retrieve, maintain, format and transmit data, create and generate queries, reports and documents using word processing databases, spreadsheets, communications and other software packages with speed and accuracy. **(Bring)**

Personal attributes which may link with this skill statement include: attention to detail, service oriented...

- Ability to accurately perform mathematical calculations. **(Bring)**

Personal attributes which may link with this skill statement include: attention to detail...

Safety/Stress/Security

- Ability to support staff to cope with stresses and the implementation of changes in the workplace. **(Bring)**

Personal attributes which may link with this skill statement include: supportive, understanding, positive...

- Ability to accurately assess and respond immediately to potentially threatening situations to ensure safety of staff and/or clients. **(Bring)**

Personal attributes which may link with this skill statement include: confident, proactive...

- Ability to recognize symptoms of stress in self and others and take steps to minimize its impact to ensure good health and well being. **(Learn)**

Personal attributes which may link with this skill statement include: supportive, understanding, positive...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Shop Supervisor (Fleet Services Supervisor) include:

To Be...

- decisive
- proactive
- understanding
- supportive
- respectful
- objective
- empathetic
- independent
- a team player
- confident
- service oriented
- welcoming
- equitable
- flexible/open minded
- positive
- approachable
- attention to detail
- accommodate individual differences

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