PURPOSE

This University of Nevada, Reno Facilities Services Department Standard Operating Procedure (SOP) provides information regarding the differences between supervisor and lead person responsibilities.

DEFINITIONS & CLARIFICATIONS

Supervisor - A supervisor is an employee whose primary duty is management of an organizational unit within which the employee regularly directs the work of other employees. The employee regularly makes decisions with respect to the execution of work within the unit. The employee spends time performing work, the work is of a higher level than that of the employees supervised.

Lead Person - A lead person is a working leader. Leads perform tasks substantially similar (in terms of nature and level) as the employees under their leadership. In addition, the employee has responsibility for assisting the supervisor in carrying out certain aspects of the supervisor’s responsibility.

A lead person can function anywhere on a continuum of tasks from merely answering technical questions or handling the more difficult assignments at one end to performing a full range of stronger tasks such as assigning tasks within the work project, and reviewing work; at the other end.

While some supervisory duties may be performed, lead persons do, in fact, perform duties substantially similar to subordinates. Lead persons exercise of authority must be routine or clerical in nature. Routine means common, everyday regular or customary. Clerical means...
without discretion. Performance of one or more supervisory functions must not be on a regular and/or continuous basis.

It is appropriate for the lead person to:
- Perform functions specified in the class when lower level crew members are doing different functions associated with the class, or
- Perform functions specified in the class along with other crew members who are also performing similar or the same functions.

What a lead person may not do is simply “oversee” the work of others doing work typical for the class; the lead person is required to work with the crew.

**LEAD PERSON POSITION AS OUTLINED IN THE CLASS SPECIFICATION**

**Carpenter II**
May function as a lead person for lower level Carpenters on a regular basis by providing training and technical assistance, assigning and reviewing work, and providing input to performance evaluations.

**Combination Welder II**
May serve as a lead person for personnel assisting with welding tasks and provide technical assistance to higher lever staff in determining future needs and requirements.

**Custodial Worker II**
May be designated as lead persons or night shift supervisors for the purposes of work assignment; train and review completed tasks performed by subordinate custodial workers; and keep an inventory of equipment and supplies needed.

**Electrician II**
May function as a lead person for lower level Electricians on a regular basis by providing training and technical assistance, assigning and reviewing work, and providing input to performance evaluations.

**Equipment Mechanic III**
May function as a lead person for lower level skilled Equipment Mechanics on a regular basis by providing training and technical assistance, assigning and reviewing work, and providing input to performance evaluations.

**Grounds Maintenance Worker IV**
May function as a lead person for lower level Grounds Maintenance Workers on a regular basis by providing timely and accurate completion of tasks assigned to the work unit; or by the technical knowledge required to construct, maintain and repair a complex network of irrigation
systems that have a greater impact on the grounds service budget and the overall landscape program.

**HVACR Specialist II**
May serve as lead person for HVACR Specialist I and provide training, work direction and technical assistance to subordinate staff to solve heating and air conditioning problems associated with system failures and design required system modifications.

**IT Professional II/III**
May serve as a lead person to lower level IT staff.

**Locksmith II**
May serve as a lead person and provide technical assistance to higher level staff in determining future needs and requirements.

**Painter II/Plumber II**
May serve as a lead person by providing training, work direction and work review to other maintenance staff such as Maintenance Repair Workers, lower level Painters, Plumbers, students and others.

**RESPONSIBILITIES**

The supervisor is aware of the organizational mission and goals and knows how to apply these to the own immediate area of responsibility. The supervisor is a role model for others by supporting and advocating management philosophy, policies and procedures. The supervisor assists management in establishing program goals and objectives.

The lead person assists the supervisor in support of program goals and objectives. The lead person may participate in certain tasks as outlined below, but the supervisor maintains ultimate authority, and signs documents on behalf of the department.

Both supervisors and leads work as a team and must communicate on a timely basis with each other, management, and the shop personnel.

**Supervisor**
- Selecting employees
- Training employees
- Preparing performance appraisals and development plans
- Assigning work
- Assigning tasks within the work assignment
- Reviewing work (deadlines and quality)
- Approving overtime, time off, vacation, sign off time sheets
- Disciplining employees (formal and informal)
• Rewarding employees (commendation letters)
• Preparing and approving budget requests
• Approving changes in plans, procedures and policies within the work unit
• Working to resolve employee grievances
• Set work hours (alternate work schedules, shift, overtime)
• Order travel, sign travel expense claims
• Justify, request and approve equipment and/or supply orders
• Communication and application of organizational mission and goals within the individual shops
• Communication and implementation of policies and procedures
• Development of shop work plan
• Determine action steps, time frames, and resources for achieving goals and objectives
• Provide necessary on-the-job training, coaching, mentoring
• Setting and maintaining reasonable job standards and helping employees reach and exceed those standards
• Scheduling and attending meetings that impact the group or where decisions are being considered
• Keeping the team informed
• Facilitate completion of work assignments ensure all team members are properly equipped to accomplish their tasks
• Ensure that the unit meets established goals
• Solicit feedback from the team

Lead
• Training employees
• Providing input on performance
• Assigning work
• Assigning tasks within the work assignment
• Reviewing work (deadlines and quality)
• Rewarding employees (commendation letters)
• Preparing recommendations relating to plans, budget requests, procedures and policies within the work unit
• Assist in developing shop work plan
• Evaluate and keep supervisor apprised of status and progress of work including delays, modifications, and/or problems
• Identify and elevate issues to supervisor
• Identify and request resources needed to efficiently and effectively accomplish work objectives
• Provide necessary on-the-job training, coaching, mentoring
• Keeping the team informed
• Facilitate completion of work assignments ensure all team members are properly equipped to accomplish their tasks
• Ensure that the unit meets established goals
• Solicit feedback from the team

IMPLEMENTATION

The Director/Assistant Directors are responsible for the implementation of this SOP within area(s) of responsibility.

TRAINING

The shop supervisor will review the SOP with new employees to the unit and with new lead persons during the first month of employment. The supervisor will review the SOP with the lead persons in the shop annually. The supervisor shall ensure regular review of and compliance with the SOP.

COMPLIANCE

Compliance with all UNR and FSD policies and procedures is required of each employee. Failure to comply with this SOP may result in disciplinary action as outlined in the Nevada Administrative Code, the Nevada System of Higher Education Prohibitions and Penalties, and/or the Nevada System of Higher Education Board of Regents Handbook.