



W. M. KECK OBSERVATORY
On the summit of Mauna Kea, Island of Hawai'i

SITE SUPERVISOR

The W. M. Keck Observatory operates the world's two largest optical/infrared telescopes and is seeking a Site Supervisor for the Observatory, located on the summit of Mauna Kea on the Big Island of Hawaii.

SUMMARY:

Under the general supervision of the Operations and Infrastructure Senior Manager, the Site Supervisor provides tactical direction of the daytime operations at WMKO's summit facility. The Site Supervisor has overall responsibility for the technicians who staff the day time operations.

The essential responsibility of the Site Supervisor is the tactical coordination of tasks and people on the summit including: assuring the safety of the entire summit staff; handling incidents and emergencies; leading the response to adverse weather conditions; providing summit task scheduling coordination; coordinating real-time changes to the daily schedule; and resolving priority and resource conflicts. Led by the Site Supervisor, the primary daily objective of the day crew is to ensure the facility is ready for night observing operations. Because Keck is a 365 day/year operation, the Site Supervisor cannot be physically present on the summit at all times. Therefore, the Site Supervisor regularly delegates the tactical coordination role to a small set of qualified deputies. The Site Supervisor is responsible for defining the responsibilities of the deputies, and training and scheduling the deputies for duty.

Due to the challenges inherent in a remote, high-altitude work site, the Site Supervisor must provide good people management skills characterized by being calm under pressure, rational, approachable, a good listener and flexible. The Site Supervisor must be decisive and have the ability to effectively implement decisions through achieving agreement or compromise and also be able to effectively resolve personnel conflicts.

The experienced Site Supervisor will be expected to grow beyond the tactical responsibilities of the position and into a strategic management and leadership role, mentored by the Operations and Infrastructure Senior Manager. This strategic leadership role involves achieving alignment of summit day operations with the overall observatory high-level objectives through regular interaction with senior management and communication with the day crew. The role also includes representing the summit day crew in administrative policy-making, budgeting and planning, and in engineering process development so that Keck's business processes are inclusive of the unique aspects of the summit operation.

Required competencies include excellent leadership ability, excellent verbal and written communication skills, the ability to coordinate multiple tasks concurrently in a fast-paced dynamic environment, a broad technical background, and organizational and administrative management experience.

This is a regular position with a competitive, comprehensive benefits package including relocation assistance and private school (K-12) tuition support for dependent children. Salary is dependent upon qualifications and experience. The position is opened until filled. Employment is conditional on successful completion of drug tests and background check. Mail or fax resumes, references, and salary history to: Site Supervisor, WMKO, 65-1120 Mamalahoa Highway, Kamuela, HI 96743; Fax (808) 881-3696 or employment@keck.hawaii.edu. Additional information about WMKO and this position may be found on our web site at www.keckobservatory.org. EEO/M/F/D/V

POSITION DESCRIPTION

POSITION TITLE:	Site Supervisor	DEPARTMENT:	Operations and Infrastructure
INCUMBENT:	Incumbent	FLSA STATUS:	Exempt
REPORTS TO:	Operations and Infrastructure Senior Mgr	MEMBER:	
SUPERVISES:	Summit Infrastructure Supervisor, Summit Instruments and Optics Supervisor; Summit Logistics Supervisor, and Summit Telescope Support Supervisor		

SUMMARY:

Under the general supervision of the Operations and Infrastructure Senior Manager, the Site Supervisor provides tactical direction of the daytime operations at WMKO's summit facility. The Site Supervisor has overall responsibility for the technicians who staff the day time operations, also known as the day crew. The day crew is organized into four technician teams -- Summit Infrastructure, Summit Instruments and Optics, Summit Logistics and Summit Telescope Support – each of which is led by a first-level supervisor. The Site Supervisor supervises the first-level supervisors.

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ESSENTIAL FUNCTIONS:

1. Lead the daily tactical coordination of day time summit activities with the daily objective of ensuring the facility is ready for observing. This is also known as the summit lead function.
 - a. Conduct a daily morning briefing to inform crew of tasks and priorities
 - b. Ensure safety of the entire summit staff coordinating with SHEA officer to ensure safe work practices are being followed.
 - c. Coordinate scheduled tasks and resolve priority and resource conflicts that arise by making real-time adjustments to the plan, including real-time reassignment of personnel as needed.
 - d. Stay abreast of all activities throughout the day and recognize when situations arise that put observing at risk. Serve as an information conduit to and from primary stakeholders

when this situation occurs.

- e. Remain generally cognizant of the technical state of all the major systems at the observatory in order to support good technical decision-making that properly evaluates risk. A system overview level of knowledge is sufficient along with knowing who the technical experts are for each system. The major systems include, but are not limited to: the summit building; physical plant; coating facility; telescope structure and control system; telescope optical systems; dome/shutter structure and control system; facility instrumentation; adaptive optics and laser systems and the interferometer.
 - f. Handle incidents and emergencies.
 - g. Coordinate response to adverse weather conditions.
 - h. Coordinate and conduct summit tours, serving as an ambassador of the summit for VIP tours.
 - i. Oversee security of summit facility.
 - j. Coordinate transportation logistics with HQ transportation coordinator.
 - k. Provide a day crew work handover to the night crew and ensure all major work is reported in the day log.
2. Direct a set of qualified deputies to handle the summit lead function whenever the Site Supervisor is not present on the summit.
 - a. Define and document the responsibilities of the deputies for the summit lead function.
 - b. Select and train deputies, including periodic refresher training.
 - c. Schedule deputies and inform day crew of schedule.
 3. Provide active and visible tactical leadership to the summit day crew:
 - a. Make balanced high-quality decisions in a self-confident and timely manner based on a good understanding of observatory priorities. Is willing to assume the risk involved in making decisions.
 - b. Foster open communication with day crew by being calm, approachable, open-minded, a good listener and flexible. Encourages an open exchange of ideas and follows through on those ideas.
 - c. Motivate the day crew through acknowledgement and appreciation of efforts and by providing linkage of individual efforts to higher level objectives. Foster a positive work environment. Leads by example. Participate at a hands-on level when it is appropriate.
 - d. Promote the values of teamwork and cooperation.
 - e. Set clear and consistent expectations for conduct in the work place.
 - f. Effectively resolve conflicts between crew members.
 4. Supervise the four first-level technician supervisors (direct reports):
 - a. Provide administrative supervision by approving effort reports, approving leave of absence requests, and administering other company policies.
 - b. Determine work schedules.
 - c. Provide performance management including periodic evaluations, goal-setting and creating professional development plans.
 - d. Conduct regular status and planning meetings.
 5. Work directly with the Safety Health and Environmental Affairs (SHEA) officer on safety and environmental matters to ensure a safe work environment. Maintain commitment to a high standard of safety; comply with all safety laws and WMKO safety policies, and report actual and potential safety violations to appropriate personnel when necessary in support of WMKO's core value of safety. Site Supervisor mentors and coaches employees regarding safe work practices and documentation.
 6. Work effectively with coworkers and others by sharing ideas in a constructive, positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; and respecting the diversity of the WMKO workforce in actions, words, and deeds.

OTHER DUTIES:

1. Provide strategic leadership to the summit day crew:
 - a. Set leadership priorities in close collaboration with Operations and Infrastructure Senior Manager.
 - b. Exemplify the vision and direction of summit operations.
 - c. Mentor first-level supervisors to create a singular supervision/management culture on the summit.
 - d. Encourage the development of day crew members to build their value to the organization. Promote growth through career opportunities, mentoring, and creating an environment where learning and mastery are encouraged.
 - e. Build teams to accomplish day crew functions, in order to gain efficiency, reduce risk and enhance collaboration.
2. Serve as the representative and focal point of summit day operations when interfacing with other functional areas in the observatory:
 - a. Create and maintain highly effective two-way strategic relationships with key people at various levels in other functional areas of the observatory.
 - b. Represent the summit and exert constructive, collaborative influence in administrative policy-making, planning, budgeting, and technical review activities (for example design reviews and change control boards) with the goal of assuring the summit operations perspective is realistically included so that observatory objectives can be met according to plan in a reasonable fashion.
 - c. Facilitate implementation of approved observatory projects that require summit day crew support by working directly with project and operations leads to formulate effective plans.
3. Form and maintain an effective collaborative partnership with observatory management:
 - a. With support of the Operations and Infrastructure Senior Manager, understand the big picture goals and objectives of the observatory. Put summit activities into the broader observatory context and clearly communicate this to the day crew. Serve as a proponent for the overall goals and objectives of the organization.
 - b. Work well with and strive to maintain alignment with senior management's direction and philosophy. Provide candid feedback to Operations and Infrastructure Senior Manager and other senior management when misaligned and work productively with management to regain alignment.
4. Guide the first-level technician supervisors to organize the workforce on the summit for maximum effectiveness and efficiency, characterized by:
 - a. A well-defined and clearly communicated structure that specifies decision-making authority; extent of authority; assignment of employee responsibilities for technical areas; and backup coverage for essential functions;
 - b. A clear and consistent system for receiving and assigning task requests that come from outside the day crew, including: establishing and maintaining accepted channels for receiving task requests; a queue and tracking system for requests so they do not get lost; a consistent method for assigning tasks to the day crew with proper prioritization; and a schedule for assigned tasks.
5. Perform other tasks consistent with the scope of the position as needed to facilitate meeting the goals and schedules as planned.

Minimum Qualifications:

Education and Experience

1. Three years of supervisory/management experience.
2. Three years experience in coordination and logistics at an operations-focused facility.
3. Five years experience working at a technical, scientific or industrial work site.

Skills

1. Leadership skills – the individual has the ability to build teams and motivate workers.
2. Supervision – the individual has the ability to supervising individuals in the execution of their

- duties in a way that maximizes their value to the organization, including evaluating their work performance and proactively carrying out performance improvements.
3. Administrative management – the individual has the proven ability to execute the policies of an organization, ensuring those policies are followed, including incident reporting, timekeeping/effort reporting, task scheduling and procurement.
 4. Computer literacy – the individual is proficient with email, browser, word processing, spreadsheet, and calendar applications.
 5. Problem solving—the individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully.
 6. Interpersonal Skills—the individual maintains confidentiality, remains open to others' ideas and exhibits willingness to try new things.
 7. Oral communication—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings.
 8. Written Communication—the individual edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
 9. Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
 10. Quality control—the individual demonstrates accuracy and thoroughness and monitors own work to ensure quality.
 11. Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
 12. Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
 13. Safety and security—the individual actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

Other Requirements

1. Willingness to commit to WMKO core and cultural values. Core Values: Safety, Integrity, Respect, Discovery and Service. Cultural Values: Education/Learning, Communication, Teamwork, Rewarding Work Environment, Excellence and Community Involvement.
2. Flexibility to work varying schedules, including nights, weekends and holidays.
3. Successful completion of high-altitude physical.
4. Ability to work effectively at 14,000 feet altitude.
5. Valid driver's license.

Desirable Qualifications:

1. Experience as a skilled technician or engineer in as many of these fields as possible: power/electrical, electronics, mechanical systems, HVAC, hydraulics, optics.
2. Previous experience working at an astronomical observatory.
3. Previous experience leading a group of 20 persons or more.
4. AS or BS degree in technical or engineering field.
5. Previous experience in tactical work planning – i.e., formulating task schedules and assigning work teams to execute the tasks.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge, and skill typically required and the scope of responsibility but should not be considered an all inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functions areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

Incumbent

Date

Supervisor

Date