

County of Henrico Job Classification

Division Supervisor



General Summary of Classification:

Under the direction of a Division Director, serves as a working manager within a County division or department. Leads daily operations, personnel, budgets, projects, and programs. Ensures regulatory compliance and appropriate recordkeeping. Operates with considerable independence and sound judgment. Performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Supervises assigned personnel including full-time, part-time, seasonal staff, interns, volunteers, and contractors/vendors.
- Manages hiring, scheduling, training, coaching, time and attendance, performance evaluations, task delegation, discipline, and related activities.
- Oversees daily operations of assigned area and serves as primary contact for programs and services.
- Leads coordination with internal and external stakeholders to conduct operations or resolve issues.
- Ensures compliance with applicable local, state, and federal regulations.
- Prepares, audits, and maintains records, reports, logs, work orders, and required documentation.
- Researches, recommends, and implements solutions to program, personnel, and operational issues.
- Maintains thorough and current knowledge of division operations, policies, procedures, and applicable regulations.
- Develops, revises, and implements policies, procedures, and protocols to improve efficiency and service quality.
- Manages division budgets, tracks expenditures, and ensures financial compliance and reporting accuracy.
- Participates in meetings and training sessions; maintains required certifications.
- Leads or participates in special projects, process improvements, and program development initiatives.
- May work outside of standard hours to support operational needs, emergency response, or time-sensitive projects.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Thorough knowledge of the division's operational and administrative functions, including relevant regulations, policies, and procedures. Understanding of budgeting, procurement, personnel management, and compliance. Familiarity with safety standards and risks associated with the division.

- **Technical:** Excellent computer skills with the demonstrated ability to proficiently use typical business software, proprietary systems, and applications to complete assigned tasks and manage assigned personnel.
- **Interpersonal, Communication and Customer Service:** Excellent verbal and written communication skills. Ability to communicate clearly and accurately with diverse populations using non-technical language. Ability to resolve conflicts, interact professionally with stakeholders, and provide responsive, courteous customer service.
- **Decision-making and Authority:** Ability to understand and follow complex instructions, policies, and regulations. Makes sound decisions independently and involves leadership appropriately. Strong organizational skills with the ability to plan and execute work effectively and meet deadlines.
- **Leadership:** Supervisory. Leads teams and manages personnel functions including performance management and development.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties, such as cross training.
- **Physical:** Visual and hearing acuity sufficient for accurate interaction with diverse audiences. Physical ability sufficient to perform duties in office and field environments.

Minimum Education and Experience:

- **Education:** Four (4) year degree in a related field.
- **Experience:** Four (4) years of relevant work experience, including at least one (1) year as a supervisor or lead worker.
- **OR:** Any equivalent combination of experience and training which provides the necessary Knowledge, Skills, and Abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

Job Code: G.B.B.0090

Date of Last Revision: 17-DEC-2025

This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.