

CITY OF DUBUQUE  
invites applications for the position of:



# Summer Teen Empowerment Program (STEP) Supervisor - Limited Term

An Equal Opportunity Employer

**SALARY:** \$18.15 Hourly

**OPENING DATE:** 03/31/21

**CLOSING DATE:** 04/09/21 11:59 PM

**DESCRIPTION:**

IMPORTANT - please read: Applicants must thoroughly and accurately complete the application and provide all relevant information pertaining to their qualifications, skills and abilities as indicated in the job description. Incomplete applications or those that do not expressly provide information regarding the applicant's qualifications as included in the job duties, required and desired qualifications, may be cause for disqualification from consideration for a position.

***\*\*This position is a limited term position with a duration of approximately four (4) months.***

**GENERAL SUMMARY:** Under the direction of the Multicultural Family Center (MFC) Director, Assistant Director and/or Site Supervisors, the Summer Teen Empowerment Program (STEP) Supervisor will supervise the day to day operations; facilitate the achievement of learning outcomes related to financial literacy, workforce readiness and discipline, diversity-equity-inclusion, communication and teamwork; maintain academic and financial records; supervise AmeriCorps crew leaders; and perform other duties as assigned. The ideal candidate possesses the ability to follow a management philosophy that is input-oriented and values equity, problem solving and development of partnerships; and the desire to be part of an organization that values service, people, integrity, responsibility, innovation and team work

**EXAMPLES OF DUTIES:**

**JOB DUTIES:**

- Work with marginal populations; and cooperatively with the volunteer MFC Board of Directors.
- Discuss topics related to equity, diversity and inclusion.
- Enforce policies, procedures, rules and regulations.
- Promote services and programs.
- Organize recreational and educational activities or events.
- Gather information in order to provide services to clients.
- Monitor and assist staff with MFC operations; and the inventory of program materials, supplies and equipment.
- Administer first aid.
- Demonstrate activity techniques or equipment use.
- Prepare stipend allocations, operational reports or records.
- Explain regulations, policies, or procedures.
- Assign duties or work schedules to employees.
- Train AmeriCorps members.
- Supervise AmeriCorps crew leaders; STEP participants and volunteers.
- Arrange facility work schedules; and items for use.
- Document client progress.
- Greet customers, patrons, or visitors.
- Communicate with management or other staff to resolve problems.
- Develop plans for participants; and plans for programs and services.

- Conduct employee performance evaluations in collaboration with the AmeriCorps Director.
- Provide counsel, comfort, or encouragement to teens and/or families.
- Accompany individuals or groups to activities.
- Redirect inappropriate teen behaviors.
- Establish relationships with participants to help teens reach their potential
- Ensure accuracy and manage confidentiality of documentation, records and reports.
- Respond to citizens' questions and service requests.
- Notify the proper authority (i.e., police, MFC Directors) when significant problems arise.
- Purchase program materials within budget guidelines.
- Assess and share current and future program needs
- Coordinate and schedule transportation and activities for program participants.
- Attend meetings and training programs.

## **TYPICAL QUALIFICATIONS:**

### KNOWLEDGE, SKILLS AND ABILITIES:

- **Public Safety and Security** - Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
- **Customer and Personal Service** - Knowledge of principles and processes for providing customer and personal services including working with culturally diverse populations, customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- **Education and Training** - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- **Computers and Technology** - Knowledge of creating reports, using social media and applicable software programs.
- **Social Perceptiveness** - Understanding people's reactions and being sensitive to the needs or traditionally marginalized communities and community members.
- **Speaking and Active Listening** - Talking to others and making presentations; listening without interruption; and asking good questions to gain understanding.
- **Service Orientation** - Looking for ways to help people across cultural differences.
- **Coordination** - Changing what is done based on other people's actions.
- **Monitoring and Problem Sensitivity** - Keeping track of how well people and/or groups are doing, and noticing when problem are happening, in order to make improvements.
- **Instructing** - Teaching people how to do something using diverse learning techniques and styles.

### REQUIRED QUALIFICATIONS:

- Possession of a high school diploma or its equivalent, and;
- College level coursework from an accredited college or university in Education, Sociology, Social Work, Cross Cultural Studies, Psychology or related field, and;
- Experience working with teenagers, and;
- Experience working with a diverse workforce and/or population, or;
- Any equivalent combination of education, training and experience.

### DESIRED QUALIFICATIONS:

- Experience managing employees.

## **SUPPLEMENTAL INFORMATION:**

### OVERTIME STATUS: Exempt

The City of Dubuque is an equal opportunity employer. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability or veteran status.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cityofdubuque.org/2087/Job-Opportunities>

Job #4610-ltdtrm-03302021  
SUMMER TEEN EMPOWERMENT PROGRAM (STEP)  
SUPERVISOR - LIMITED TERM  
TB

OUR OFFICE IS LOCATED AT:  
Human Resources Department  
50 W 13th Street  
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[humanresources@cityofdubuque.org](mailto:humanresources@cityofdubuque.org)

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