**Road Supervisor’s Guide to Looking Smart**

**Seeing trends:** When you can look at the big picture you can see trends or commonalities that may seem to others to be isolated incidents.

**Lesson Learned:**

1. A good stable county is one election away from being a bad county to work in.
2. Job security or insecurity is one election away.

**Lesson Learned**

1. You do your job by being smart.
2. You keep your job by appearing (looking) smart.

**Looking Smart**

**Look Smart by dressing smart**

* You are the department director of one of the largest departments in the county (a big shot), so look like it.
* If you look like the grader operator people will start thinking the grader operator can do your job.

**Make your boss look smart**

* You look smart when you make your boss look smart.

**Strive for employees that make us look smart.**

* Employees can have a significant effect on an organizations image.
* As department director we are judged by the actions of our employees.
* We don’t need people that cause us trouble.

**Be a part of the community.**

You are a big shot in the community so be part of it, there are all kinds of opportunities.

* Kiwanis
* Chamber
* Boy & Girl Scouts
* Fair Board

**Make a good impression with citizens.**

External Communications are ongoing and continuous by actions of our employees.

* Answering the phone
* Appearance of equipment
* Handling complaints
* Returning phone calls
* Action of crews-efficiency & courtesy

**Neat Work Environment**

A junky dirty work area reflects badly on management

* Keep shop site clean and organized
* Keep shop clean and organized

**Know the measures of your job.**

* Population of county
* Miles of road
* Miles of blacktop
* Number of bridges
* Number of employees
* Budget

**Have a cheat sheet for common questions.**

* What percentage property taxes goes to road.
* Road taxes on a quarter of grass, $50,000 house, etc.
* Budget

**Know your adjoining counties:** Visit your adjoining counties at least once a year. You will be compared to them, so you need to know what they are doing.

* Number of employees
* Maintenance practices
* New products, equipment, methods
* If they have better roads-why?
* If you have more employees-why?

**Have a written plan**

* Blacktop maintenance
* Bridge & culvert replacement
* Upcoming work

**Use the media to tell your story**

Why Media Relations?

* Necessary to get your story out to the public. Example: Road Closure
* Public perception that you are doing something.
* How you are perceived is as important as what you do.

**Emphasize the training you have received to make you qualified for your job.**

* Mount certificates in your office.
* When you get back from class tell the commission what you learned and how to apply it to your county

**Being Smart**

It is one thing to look smart, but we also should be smart. So here is the preliminary list.

* **First Look Smart-see above**
* Have a written annual plan and work the plan
* Be a safety expert-get some training in traffic safety
* Track traffic accidents
* Have a complaint system
* Get a full days work from the employees
* Get rid of slackers and complainers(easier said than done, but not impossible)
* Complete Annual Report
* Benchmark with adjoining counties
* Utilize federal funds
* Keep bridge inspections up to date