



June 2008

## **WATER OPERATIONS SUPERVISOR**

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of water utilities maintenance and operations staff within the Water Division; supervises, plans, and coordinates the maintenance and operations of the City's water systems and facilities; coordinates, monitors, and provides technical input for assigned water utilities systems maintenance, operations, and related projects and programs; oversees the water meter installation program; provides responsible technical assistance to the Utility Division Manager; performs a variety of technical tasks relative to the assigned functional area; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Utility Division Manager. Exercises direct and general supervision over technical and maintenance staff.

### **CLASS CHARACTERISTICS**

This is the full supervisory-level class in the water maintenance series. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of water maintenance staff either directly or through lead workers. The incumbents are also expected to independently perform the full range of water maintenance duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Utility Division Manager in that the latter has management responsibility for all wastewater, storm, street, and water maintenance and related programs and functions and activities of the City.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.*

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the maintenance and operations of water systems and facilities.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Monitors operations and activities of the water maintenance work unit; recommends improvements and modifications and prepares various reports on operations and activities; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; participates in the annual budget preparation; prepares detailed cost estimates with

- appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for vendor selection.
  - Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
  - Responds to operations, maintenance, and repair emergency situations as required.
  - Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
  - Participates in the scheduling, coordination, and administration of preventive maintenance, in-service training, and safety programs; ensures compliance with safety procedures.
  - Works with Utility billing on various issues and inquiries regarding water meters, service connections, customer problems, and general services.
  - Provides staff assistance to the Utility Division Manager; prepares and presents staff reports and other necessary correspondence for executive management, state agencies, and other organizations; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of activities.
  - Performs the most complex water systems maintenance and operations duties and provides technical assistance to crews.
  - Maintains current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
  - Observes safe work methods and makes appropriate use of related safety equipment as required.
  - Maintains logs and records of work performed; prepares periodic reports.
  - Attends and participates in professional group and special committee meetings; stays abreast of new trends and innovations in the field of water system maintenance and operations.
  - Performs other related work as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of utilities maintenance and operations program development and administration.
- Principles, practices, equipment, tools, and materials of water utilities maintenance and process control.
- Applicable Federal, State, and local laws, codes, and regulations.
- Basic principles and practices of budget development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Safety principles, practices, and procedures of water utilities systems and facilities, including related equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

**Ability to:**

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct water utilities and related maintenance and operations activities.
- Analyze, interpret, apply, and ensure compliance with Federal, State and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Safely and effectively use, operate, and maintain the full range of equipment and tools required for the work.
- Perform the most complex maintenance duties and operating related equipment.
- Operate a motor vehicle safely.
- Establish and maintain a variety of manual and computerized record keeping and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by two (2) years of college-level coursework in construction management, water or wastewater management, or a related field and five (5) years of increasingly responsible experience in water system maintenance, construction, and operations, including three (3) of lead or supervisory experience. Additional experience as outlined above can be substituted for the required education on a year-for-year basis up to two (2) years.

**Licenses and Certifications:**

- Grade IV Water Distribution Operator Certification from the State of Oregon required.
- Confined Space Entry Certification.

- Competent Person Certification.
- Oregon Department of Transportation Flagger Certification.
- Standard First Aid Certificate issued by the American Red Cross.
- CPR Certification.
- Possession of a valid class A driver's license with the appropriate endorsements and satisfactory driving record.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around water utilities systems and related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, and to operate varied hand and power tools and equipment; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 80 pounds with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees partly work in an office environment and partly work in and around public works utilities and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives and contractors in interpreting and enforcing departmental policies and procedures.