



## **CLASS SPECIFICATION Operations Supervisor**

FLSA Status: Non-Exempt  
EEOC Job Category: Officials and Administrators  
Employment Condition: Non-Classified

### **GENERAL PURPOSE**

Under minimal direction, assigns, reviews and participates in the work of staff involved in performing water distribution, water treatment, wastewater treatment and collection, telemetry operations, inventory control and equipment and vehicle maintenance functions; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Operations Supervisors are responsible for assigning, reviewing and participating in the work of staff involved in performing water distribution, water treatment, wastewater treatment and collection, SCADA operations, inventory control and equipment and vehicle maintenance functions. Incumbents are responsible for supervising assigned personnel and directing day-to-day activities. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines. Work and results are reviewed through inspection and analysis of records, reports and completed projects and/or assignments.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class. There will typically be an assigned schedule for these duties.

#### **General**

1. Plans, organizes, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve assigned goals and objectives; contributes to development of and monitoring of performance against the annual department budget; supervises and participates in developing, implementing and evaluating work programs, plans, processes, systems and procedures to achieve District and department goals, objectives and performance measures consistent with the District's quality and service expectations.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's human resources policies and labor contract provisions.
3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving department/site objectives and service expectations; provides leadership and participates in programs and activities that promote a positive employee relations environment.
4. Implements and monitors weekly workload planning activities; reviews and approves timesheets and requests for time off for assigned staff; establishes schedules and methods for providing systems operations, emergency repair procedures, on-call staffing and predictive and preventative maintenance programs.
5. Assist's with the preparation of the annual budget and monitors budget expenditures.
6. Make recommendations with budgetary figures for capital improvement projects.

7. Assists in the development and implementation of division goals, objectives, policies and procedures.
8. Enforces District safety regulations, including ensuring all employees are properly trained, safe work methods are followed and appropriate safety precautions and equipment are utilized.
9. Reviews and approves purchase order requests and informal quotes; supervises and manages the use of division materials, supplies and tools; ensures proper operation of District and division plant, vehicles and equipment.
10. Responds to and resolves public inquiries and complaints.

#### **Water Quality and Water Treatment**

1. Supervises the operation of water treatment facilities and the water quality of the distribution systems and storage reservoirs.
2. Update all water quality monitoring plans and sampling plans to ensure compliance of regulatory requirements and achieve district water quality objectives.
3. Assist's in the preparation of monthly and annual DPH reporting and annual Consumer Confidence Reports.
4. Maintains the districts lead and copper program.

#### **New Construction and System Repair.**

1. Supervises and reviews the work of construction staff responsible for construction and/or repair of water, sewer and reclaimed water facilities, appurtenances and related facilities and equipment.
2. Works with engineering support staff and consultants to plan and set priorities for District construction projects.
3. Supervises the work related to USA line locating for underground potable, non-potable, and reclaimed water facilities and appurtenances.

#### **Preventative Maintenance**

1. Develops, implements, monitors, and reviews a predictive and preventative maintenance and asset management programs.
2. Supervises the maintenance of pumping plants, pipelines, reservoirs, treatment facilities, service laterals, District vehicles and equipment; supervises staff responsible for maintaining and providing preventative maintenance services for water, sewer and reclaimed water facilities, equipment, vehicles and corrosion protection devices.
3. Supervises the operation of pumping plants, pipelines, reservoirs and service laterals related to potable and non-potable water, treatment and disinfection systems.
4. Supervises the installation and repair of system control devices for potable and non-potable water systems and sewer facilities.
5. Supervises the maintenance of the SCADA and two-way radio systems; updates older telemetry equipment and operational programs to meet modern technical standards; ensures proper record keeping and licensing for all electronic and two-way radio devices.

### **Wastewater Treatment Facilities**

1. Supervises the operations of the wastewater treatment facilities, maintains plant operations logs, test results, unusual operating conditions evaluates laboratory and operational data and makes process adjustments as required; generates regulatory reports as required for operation permits.
2. Reads and interprets plant piping and distribution plans; locates and troubleshoots plant malfunctions.

### **Wastewater Collection Systems**

1. Supervises the operation, maintenance, and cleaning of lift stations domestic sewer systems and contract wastewater systems.
2. Supervises the work related to USA line locating for underground collection and contract wastewater systems.
3. Insure accuracy of and monitor the meter readings of interagency metering facilities.
4. Monitor and schedule wastewater sampling programs.

### **OTHER DUTIES AS ASSIGNED**

1. Operates a pager, cell phone, and a mobile and/or base station two-way radio for dispatching and routine communications.
2. Work overtime, weekends and holidays as required to provide for emergency response and to accommodate the needs of the business.
3. Attend/conduct safety meetings and/or safety trainings as required.
4. Investigate incidents resulting in injury, property damage and near-misses. Follow-up on employee reports of unsafe work conditions.
5. Strong writing skills with the ability to write clear and concise business correspondence, performance evaluations, board letters, and similar technical analysis.

### **QUALIFICATIONS**

#### **Knowledge of:**

1. Methods, practices, materials and equipment used in the design, construction, installation, operation, maintenance and repair of water, wastewater, sewer and reclaimed water systems.
2. Principles of computerized SCADA control systems.
3. Strong writing skills with the ability to write clear and concise business correspondence, performance evaluations, board letters, and similar technical analysis.
4. Safety hazards and injury prevention methods for volatile solvents and noxious gases.
5. Laboratory testing techniques and procedures.
6. Federal, state and local laws and regulations applicable to assigned areas of responsibility.
7. Principles and practices of budgeting, purchasing and maintenance of public records.
8. Research methods and analysis techniques.

9. Principles and practices of sound business communications.
10. Computer software applications related to the work.
11. Computerized Work Management Systems.
12. Principles and practices of effective supervision.
13. District human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Understand, interpret, explain and apply District policies and procedures governing assigned areas of responsibility.
2. Use Microsoft Office, including: Word, Excel, PowerPoint, and Outlook. Access knowledge is desirable, but not required.
3. Read and interpret technical drawings, diagrams and specifications.
4. Develop and implement appropriate procedures and controls.
5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
6. Design computerized telemetry systems and programs.
7. Diagnose defects make routine repairs and adjustments to telemetry equipment, motors, pumps, automatic valves and other equipment.
8. Understand and ensure the proper operation of various tools and equipment.
9. Exercise tact and diplomacy in dealing with sensitive issues and situations.
10. Establish and maintain effective working relationships with all levels of District management, contractors, vendors, staff, the public and others encountered in the course of work.
11. Prepare and administer employee performance evaluations.
12. Prepare and administer budgetary goals and objectives.
13. Develop, implement, monitor, and review workload planning.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is possession of a Bachelors Degree (BA) or Associates Degree in the field of Business Administration, Public Administration, Environmental Science, Engineering or similar field. A BA can be substituted for 4 years of relevant experience and an Associate's Degree for 2 years.

Qualified candidates must possess a BA and 6 years of progressively responsible experience in the operation, maintenance and repair of water distribution, wastewater treatment or wastewater collection systems or an Associate's Degree and at least 8 years of progressively responsible experience in the fields mentioned above and at least two years of which were in a supervisory or lead capacity -OR- ten years of an equivalent combination of training and experience performing

water, sewer and reclaimed water system control work; at least two years of which were in a supervisory or lead capacity.

**Licenses; Certificates; Special Requirements:**

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Water Treatment Operator Grade V certificate may be required for certain assignments.
- Water Distribution Operator Grade V certificate may be required for certain assignments.
- Collections System Maintenance Technician Grade IV may be required for certain assignments.
- Wastewater Treatment Operator Grade V certificate may be required for certain assignments.
- CWEA Plant Maintenance Grade IV may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear. The employee is frequently required to walk; sit; climb or balance; stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds and occasionally up to 80 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District management, contractors, vendors, employees and the public.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet. The employee may work in outside weather conditions, near moving mechanical parts, and on slippery and uneven surfaces. The employee may be exposed to wet or humid conditions, fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment may be frequently loud.

*Revised 1/20/2010*