



Utility Services Crew Supervisor

Summary

Plan, assign, schedule, and oversee the work of maintenance crews engaged in the assigned utilities services division; provide technical and functional assistance, perform related fully skilled work as required.

Class Characteristics

General direction is provided by a higher-level manager.

This position is distinguished from the Utility Services Lead Worker in that the Lead Worker provides leadership over an assigned crew, whereas the Utility Services Crew Supervisor provides functional supervision to all the utility services crews. Functional supervision is typically limited to tasks related to the assignment and distribution of work, such as training, scheduling task assignments, and checking on work performed. This position is distinguished from the Assistant Operations Manager in that the Assistant Operations Manager has full supervisory responsibility for staff within an assigned section of the Operations and Maintenance Division in the Public Works and Utilities Department.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Provide functional supervision over the work of the utility crews performing operations and maintenance activities by assigning work, managing day to day shift adjustments, reviewing and inspecting work product, completing and approving timecards, and providing feedback to the Assistant Operations Manager on crew and individual performance.

Implement required and recommended safety practices and ensure provision of personal protective equipment in accordance with federal, state, and local regulations and guidelines in order to maintain a safe work environment.

Perform duties of a Utility Service Worker on an as needed, standby, and on call basis, which includes performing highly skilled work in the installation, maintenance, and repair of water, sewer, and stormwater systems, and operating heavy equipment; assist crews on jobs and projects as needed.

Assign and monitor work orders in order to manage workflow and keep projects on the established timelines.

Determine staffing allocation for operations and maintenance projects to ensure adequate staffing resources.

Prepare a variety of reports and related documentation regarding assigned projects.

Conduct project inspections to evaluate progress and monitor conformance to specifications.

Confer with representatives of other utility agencies to coordinate work schedules to ensure an efficient and cooperative approach to completing utility repair projects.

Assist the Assistant Operations Manager to determine material and equipment to be utilized on operations and maintenance projects. In a back-up capacity, at the direction of the Assistant Operations Manager, review and evaluate proposed operations and maintenance projects in order to prioritize projects and make recommendations on project implementation.

Assist the Assistant Operations Manager with the coordination and oversight of emergency response duties for afterhours emergencies in order to determine issues, solutions, and community/inter-agency notification plans.

When designated by Assistant Operations Manager, provide technical oversight of the operation of pumps and related flow and pressure control and storage facilities in order to maintain and/or adjust system flow and pressure requirements to meet consumer demands, including fire flow demands and minimum pressure requirements. This can be accomplished manually or through the use of a supervisory control and data acquisition (SCADA).

Implement strategies provided by the Assistant Operations Manager to address and resolve personnel issues.

Perform related duties as assigned.

Skills/Abilities:

Accurately estimate time, materials, and labor requirements needed to complete assigned projects.

Read and comprehend a variety of written materials.

Communicate in writing and verbally to a variety of constituents in a professional manner.

Listen, understand, and follow verbal directions.

Apply principles of problem solving to solve technical and interpersonal problems.

Safely perform highly skilled work such as repairing mains, maintaining tanks, tapping into live water mains, disinfecting portions of the water system, setting up bypass pipes, and utilizing pumps.

Safely operate equipment such as vactor trucks, backhoes, tractors, rollers, loaders, and trucks over 26,000 gross vehicle weight.

Learn and apply conflict management and basic public sector supervision principles and practices.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to use hands and fingers to handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel,

crouch, crawl; and smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee must be able to perform heavy physical labor, including having sufficient strength to lift and carry tools and materials weighing up to 90 pounds. While performing the duties of this job the employee is occasionally exposed to outside weather conditions, wet and/or humid conditions, moving mechanical parts, fumes or airborne particles, toxic or caustic chemicals, and vibration. The noise level in the work environment may be moderate to loud depending on working conditions. The employee will be required to work emergency overtime or off-shift hours as necessary.

Qualifications

Knowledge of:

Tools, vehicles, materials, methods, and equipment used in the installation, operation, and maintenance of utility and water distribution systems.

Federal, state, and local rules, regulations, and guidelines for utility service and maintenance.

Federal, state, and local regulations for safety practices and methods of implementing applicable safety practices.

Water distribution mathematics including water measurements, formulas, units and conversion factors, water pressure, calculation of dosage, feed rates, and flow rates.

Operational characteristics of pumps, motors, and related equipment.

Customer service practices.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school. College course work in industrial technology, and/or operations and maintenance of utility systems is desirable.

Experience:

Five years of increasingly responsible experience in installing, maintaining, and repairing underground water or sewer systems or related systems and facilities, with experience in the operation of heavy equipment., and at least one year working as a crew lead-worker.

Certifications/Licenses:

Possession of a California Department of Health Services Grade II Water Distribution Certificate.

Possession of a California Department of Health Services Grade III Water Distribution Certificate within 18 months of appointment.

Possession of a valid California Class B driver license.

Additional Requirements:

Must be willing to work outdoors in all weather conditions, work a shift schedule, and work stand-by/on call shifts in order to be available to assist with emergencies.

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