

OPERATIONS SUPERVISOR

DEFINITION

Under general direction, plans, assigns, organizes, supervises, and reviews the daily construction, operation, control, maintenance, and repair of the District's water distribution and storage systems and infrastructure and District facilities; plans, prioritizes, and schedules capital improvement and maintenance projects; administers the District's asset management program; conducts research and analysis related to water use, supply, and demand; provides responsible and complex administrative and operational assistance to the Operations Manager; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations Manager or Operations Superintendent. Exercises supervision over operations and maintenance staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff responsible for constructing, operating, controlling, maintaining, and repairing water distribution and storage systems and facilities. Incumbents also have project coordination and programmatic responsibilities requiring the use of considerable independence, initiative, and discretion within established guidelines. Incumbents also have project coordination and programmatic responsibilities requiring the maintenance of confidential information and use of considerable independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

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

- Supervises the work of assigned staff in the construction, operation, control, maintenance, and repair of water distribution and storage systems and infrastructure and District facilities; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors activities of assigned work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards; ensures that tools, equipment and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Determines and recommends equipment, materials, and staffing needs for assigned operations, maintenance, and repair projects and programs; procures equipment, materials, and tools required.
- Participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required.
- 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.

- Participates in the design, engineering, construction, and field inspection processes for Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Plans, prioritizes, and schedules long-range capital improvement and maintenance projects in coordination with other supervisory staff and management.
- Supervises a variety of scheduled and emergency operations, maintenance, and repair activities of water distribution and storage systems and District facilities, including Supervisory Control and Data Acquisition System, pump stations, regulators, generators, wells, tanks, and other related facilities.
- Supervises water quality and sampling program; reviews results and reports; recommends system adjustments as necessary to ensure compliance with water quality standards.
- Oversees plan review for new construction and remodels by reviewing applicant's plans for compliance with state codes and District standards.
- Supervises the inspection, installation, and repair of automated meter reading/infrastructure (AMR/AMI) water meters.
- Supervises the implementation of the District's hydrant maintenance and valve turning programs.
- Administers backflow and cross-connection inspection programs.
- Administers the District's asset management program, including creating and maintaining maps utilizing Geographic Information System; receives and reviews leak reports, determines maintenance needs and costs, and estimates water loss; participates in developing and scheduling maintenance plans.
- Conducts research and analysis related to water use, supply, and demand; analyzes trends in population, demographics, and water usage, supply, and demand to forecast and anticipate current and future needs; develops recommendations to meet water needs; writes technical reports.
- Provides staff assistance to the Operations Manager by preparing and maintaining a variety of construction, maintenance, and repair reports, records, and files; ensures the proper documentation of activities.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the public on water distribution and storage systems and infrastructure construction, operation, maintenance, and repair issues and projects.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures to comply with changes in legislation; maintains current on new technology by meeting with vendors as needed.
- Assists operations and maintenance staff in emergency or relief situations.
- Performs related duties as assigned.

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 water distribution and storage systems operations and maintenance program development and administration.
- Principles, practices, equipment, tools, and materials of water distribution and storage systems operations and maintenance.
- Principles and practices of administering and maintaining an asset management program.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.

- Principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Occupational hazards and safety principles, practices, and procedures of water distribution systems and infrastructure, including related equipment and hazardous materials.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Business and communications software, including Microsoft Word, Excel, Outlook, and Teams, and Zoom.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

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 distribution and storage systems operations and maintenance, backflow and cross-connection, AMI/AMR, and asset management programs.
- Interpret, apply, explain, and ensure compliance with applicable 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 solutions.
- Perform the most complex water production and distribution system operations and maintenance duties and operate related equipment safely and effectively.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, recordkeeping, 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.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Qualifications – Education and Experience

- Completion of the twelfth (12th) grade or equivalent. Associate's degree desired.
- At least six (6) years of increasingly responsible experience in the operations, maintenance, and repair of water distribution system and related facilities, or in the construction and/or repair of water utilities infrastructure, including three (3) years of supervisory/lead water system operator experience.

Licenses and Certifications

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Grade II or higher Water Distribution Operator Certificate issued by the SWRCB Division of Drinking Water (DDW). Within 18 months of employment, must obtain Grade III Water Distribution Operator Certificate issued by DDW.
- Possession of a valid Grade I or higher Water Treatment Operator Certificate issued by the DDW. Within 18 months of employment, must obtain Grade II Water Treatment Operator Certificate issued by DDW.
- Backflow Device Tester Certificate issued by the American Water Works Association (AWWA) within 18 months of employment. Cross-Connection Specialist Certificate issued by AWWA desired.
- Completion of or complete ACWA JPIA Professional Development Program (PDP) for Supervisor Basics certification within 24 months of employment.
- Completion of or complete ACWA JPIA Leadership Essentials within 36 months of employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; 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 and to conduct field inspections of projects and work sites. 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 weighing up to 80 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.

WORKING CONDITIONS

Operations Supervisor not expected to be part of the on-call rotation but may work various shifts or emergencies during evenings, weekends, and/or holidays.