



## Utility Operations Superintendent

### DEFINITION:

Under limited direction of the Utility Operations Manager, responsible for leading and managing the Operations Maintenance Division, plans, schedules, assigns, supervises, and reviews the work in a wide range of maintenance, repair, and construction projects of the District's water distribution and wastewater collection systems. Plans and coordinates a comprehensive computerized maintenance program and oversees operators and multiple crew activities; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED:

Receives limited direction from the Utility Operations Manager. Exercises direct supervision over the Utility Operations Maintenance Division, and supportive supervision over the Utility Operations Maintenance Technicians, Fleet, technical, and administrative support staff.

### CLASS CHARACTERISTICS:

This is a full supervisory level classification responsible for exercising independent judgment on diverse and specialized maintenance operations within the Operations department. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for providing technical level support to management in a variety of areas. Performance of the work requires independence, initiative, and discretion within established guidelines.

### EXAMPLES OF ESSENTIAL 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. The following reflects the general duties and responsibilities of this position and should not be considered all-inclusive. Other duties may be assigned as prioritized by the General Manager.*

- Supervises the work of assigned staff involved in maintenance, repair, and construction activities of water distribution and wastewater collection systems, including but not limited to, sanitary sewer line cleaning, CCTV inspections, manholes, watermains, sewer mains, service lines, meters, pressure reducing stations, valves, fire hydrants, and other related systems.
- Directs emergency preparedness and response actions in operations for the District service area. Oversees emergency water and wastewater repair and maintenance activities.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the operations department; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned maintenance operations.
- Estimates time and costs of projects to make the most economical use of District labor and materials.

- In conjunction with the Utilities Operations Coordinator, schedules, plans and coordinates staffing levels, equipment, and supplies to complete designated tasks and within established budget parameters.
- Monitors operations and activities of work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements; maintains a variety of records and prepares routine reports of work performance.
- Participates in the annual budget preparation process; identifies resource needs; prepares detailed cost estimates with justification.
- Evaluates employee performance; trains staff in work procedures; counsels employees and effectively recommends initial disciplinary action; assists in selection and promotion.
- Answers questions and provides information to the public; investigates inquiries, concerns, and complaints; recommends corrective actions to resolve issues.
- Supervises and monitors the work of service contractors to ensure compliance with contract requirements.
- Ensures work of crews is performed in a safe and efficient manner; trains subordinates in semi-skilled and skilled operations, work methods, and safety practices and procedures.
- Plans and lays out maintenance work projects; monitors, controls, and supplies appropriate equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in the bid process for maintenance and repair projects.
- Performs timeclock management responsibilities in accordance with District policies and procedures for responsible personnel and serves as back-up for the Utility Operations Manager as needed.
- Directs staff and the functions of the Computerized Maintenance Management System (CMMS) work orders, records, and report preparation.
- Assist in the development of departmental standard operating procedures and emergency response policies and procedures for utility maintenance operations.
- As necessary, perform crew work, including the operation of all types of motorized and heavy equipment; may also operate equipment during training or emergency situations.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

<b>MINIMUM QUALIFICATIONS:</b>
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*Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

#### **EDUCATION AND EXPERIENCE:**

Equivalent to completion of the twelfth (12<sup>th</sup>) grade, and five (5) years of experience in operation, maintenance, and construction activities related to area of assignment, including two years of lead or supervisory experience.

#### **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 leadership.
- Principles and practices of budget development and monitoring.
- Principles and practices of public contract administration and evaluation.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment used in assigned maintenance area.

- Knowledge of testing, repair, and maintenance of all water distribution and wastewater collection system components.
- Construction or business mathematics.
- Applicable federal, state, and local laws, codes, and processes relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Record-keeping principles and procedures.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

#### **ABILITY TO:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Organize, implement, and direct assigned maintenance and operations activities.
- Identify problems, research, and analyze relevant information, develop, and present recommendations, and justification for solution.
- Perform the most complex maintenance and operations duties assigned to the division.
- Develop cost estimates for supplies and equipment.
- Read, and interpret, drawings, blueprints, maps, and specifications.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, light and heavy vehicles and equipment required for the work.
- Make accurate arithmetic calculations.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Participate in the Duty Supervisor On-Call rotation and respond to after-hours emergency call-outs.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### **LICENSES AND CERTIFICATIONS:**

- Must possess a valid driver's license and an acceptable driving record at the time of appointment and throughout employment.
- Possession of a California DPH Water Distribution Operator Grade 2 certification (D2).
- Possession of a California DPH Water Treatment Operator Grade 2 certification (T2).
- Possession of a California Water Environment Association (CWEA) Collection System Maintenance Grade II certification.

**TOOLS AND EQUIPMENT USED:**

Personal computers, word processing, and other office support systems and various related hand, electronic, and/or power tools used in utility operations maintenance, data gathering, and/or record keeping; communication tools including telephones, cell phones, two-way radio. When assisting on a jobsite may also use motorized vehicles such as crane trucks and backhoes; light and heavy-duty tools and equipment such as and jackhammers; hand and power tools such as saws and sledgehammers, ladders.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office setting. Some outdoor work is required in the inspections of various land use developments, construction sites, or District facilities. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer 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. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing move up to 50 pounds.

**ENVIRONMENTAL CONDITIONS:**

Employees work mainly in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees occasionally work in outside weather conditions around moving mechanical parts and are occasionally exposed to wet and/or humid conditions, fumes, or airborne particles, toxic, or caustic chemicals. The noise level in the work standard environment is usually quiet to moderate.