SOUTH COAST WATER DISTRICT

OPERATIONS SUPERINTENDENT

DEFINITION

Under general direction, plans, organizes, oversees, coordinates and reviews the work of staff performing difficult and complex professional, technical and office support related to all programs and activities of the Operations Department, including water treatment facilities, wastewater collection systems, and water distribution and water transmission systems; administers current and long-range planning activities; manages the effective use of the appropriate District’s resources to improve organizational productivity and customer service; provides highly complex and responsible support to the Director of Operations in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Operations. Exercises direct and general supervision over maintenance and operations staff.

CLASS CHARACTERISTICS

This is a mid-management classification that manages a significant portion of the District’s maintenance and operations activities, including water treatment facilities, wastewater collection systems, and water distribution systems. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Director of Operations in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work. This class is distinguished from the Director of Operations in that the latter has overall responsibility for all functions of the department and for developing, implementing and interpreting public policy.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, and activities of the Operations Department, including water treatment facilities, wastewater collection systems, and water distribution systems maintenance and operations.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned programs; continuously monitors service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director.
- Manages and coordinates the work plan for the assigned department; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Develops and reviews staff reports and other necessary correspondence related to assigned maintenance and operations activities and services; presents reports to the Board of Directors and various commissions, committees and boards; performs a variety of public relations and outreach work related to assigned areas.
 getClassification

Description

Operations & Maintenance Superintendent

- Manages and participates in the development and administration of the department budget; oversees the budget for the department.
- Provides highly complex staff assistance to the Director of Operations.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Implements adopted utilities maintenance and operations plans, policies and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water and wastewater operations and maintenance; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes and regulations to the assigned division.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis and evaluation of programs, policies and operational needs of the assigned division.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the operations of the division.
- Safety principles and practices.
- Record keeping principles and procedures.
- 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 District staff, in person and over the telephone.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review and evaluate the work of staff; train staff in work procedures.
- Research, analyze, evaluate and develop improvements in new service delivery methods, operations, procedures, policies, methods and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
Analyze, interpret, summarize and present administrative and technical information and data in an effective manner.
Interpret, explain, and ensure compliance with District policies and procedures, complex laws, codes, regulations and ordinances.
Conduct complex research projects, evaluate alternatives, make sound recommendations and prepare effective technical staff reports.
Effectively represent the department and the District in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations and in meetings with individuals.
Establish and maintain a variety of filing, record-keeping, and tracking systems.
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.
Use English effectively to communicate in person, over the telephone and in writing.
Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
Establish and maintain effective working relationships with those contacted in the course of the work.

EXPERIENCE AND TRAINING GUIDELINES
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Five (5) years of maintenance and operations experience in a major public works areas, including two (2) years of supervisory experience.

Training:
Equivalent to the completion of the twelfth (12th) grade supplemented by college-level coursework in civil engineering, sanitary engineering, biology, chemistry, or closely related field.

License or Certificate:

- Valid California class B driver’s license with the appropriate endorsements and satisfactory driving record.
- Grade IV Water Distribution Operator Certificate issued by the State Water Resources Control Board (SWRCB).
- Within 12 months of the date of entry into the position, must obtain a Grade IV Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association (CWEA).
- Within 12 months of the date of entry into the position, must obtain a Grade II Water Treatment Plant Operator Certificate issued by SWRCB.

PHYSICAL DEMANDS
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various District infrastructure, development, field operations and work sites; and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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 up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

Must be willing to work weekends, holidays, and off-hour shifts for emergency callback response.

*The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. 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.*