# SOUTH COAST WATER DISTRICT

## DISTRIBUTION SYSTEM SUPERVISOR

### DEFINITION

Under general direction, plans, organizes, supervises and reviews varied water distribution system installation, operation, maintenance, and repair activities; provides work direction and review to maintenance staff and personally performs the most complex technical and skilled work in the installation, operation, maintenance, and repair of water distribution system facilities and appurtenances; provides responsible and complex administrative and operational assistance to the Operations and Maintenance Superintendent; and performs related work as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Operations and Maintenance Superintendent. Exercises general and direct supervision over assigned staff.

### CLASS CHARACTERISTICS

This is the full supervisory-level class in the maintenance series that is responsible for ensuring that the day-to-day installation, operation, maintenance, and repair of varied water distribution system facilities and equipment meet accepted quality and operational standards. Responsibilities include providing work training, direction and review to staff, in addition to providing the full range of duties. Incumbents are highly competent in the installation, operation, maintenance, and repair of varied water distribution system facilities and equipment, and perform the most complex activities. This position is distinguished from Operations and Maintenance Superintendent in that the latter has the overall responsibility for all water distribution and wastewater collection service operations, installation, maintenance and repair functions for the District.

### EXAMPLES OF ESSENTIAL JOB FUNCTIONS

_Duties may include, but are not limited to, the following:_

- Supervises day-to-day maintenance and operations of the water distribution systems, including selecting staff, providing direction, overseeing staff duties in various areas, providing training, motivation, and evaluation for staff, assigning and scheduling tasks, and analyzing and making recommendations regarding procedures and policies; works with employees to correct deficiencies; implements discipline and termination procedures.

- Participates in the development of standardized procedures and methods to improve the efficiency and effectiveness of the District’s distribution system; continuously monitors and evaluates service delivery methods and procedures and identifies opportunities for improvement; recommends improvements to the Operations and Maintenance Superintendent and implements new procedures and methods.

- Plans, directs, coordinates, and reviews the work plan for the installation, operation, and maintenance of the distribution system; 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.

- Assists with the preparation of the department budget; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in informal bid processes for repair and construction projects as necessary.

- Oversees the operation and maintenance of the District’s water distribution system in a safe and sanitary manner to ensure safe conditions for the District, including installing new and repairing broken water mains and parts, and ensure clean and open distribution.

- Performs complex and difficult distribution system operation, maintenance, and repair work within programmatic and procedural guidelines.
Directs the inspection and troubleshooting of water services for compliance with established codes and/or damaged or worn parts, and makes repairs as necessary.
Oversees the inspection of new connections, and makes necessary installations and repair.
Directs the excavation, shoring, backfilling, and resurfacing of maintenance areas.
Directs the maintenance of valves and leak detection with the use of electronic devices.
Ensures that safe work methods are being used and makes appropriate use of related safety equipment as required.
Confers with other departments on questions regarding matters related to assigned areas of responsibility.
Provides technical information and instruction regarding applicable procedures and methods; interprets and explains rules, regulations and procedures; answers questions and resolves concerns.
Answers inquiries from citizens regarding work performed; maintains accurate records of work performed.
Responds to after-hours emergencies and assists other maintenance crews as needed and in emergency or relief situations.
Performs other 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 operations and maintenance program and project development and administration.
- Principles, practices, equipment, tools and materials of water distribution system maintenance, installation, and process control.
- Procedures for inspection, testing, installation, cleaning, repairing and removal of back-flow prevention devices.
- Principles and practices for the identification of water user connections and locations where cross-connections are likely to occur and the degree of hazard and type of back-flow prevention assembly required.
- Applicable Federal, State, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Basic principles and practices of budget and Capital Improvement Program development, administration, and accountability.
- Safety principles, practices, and procedures of water distribution system maintenance, installation, and repair including cross-connection control, equipment, and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- 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 providing a high level of customer service to the public and District staff, in person and over the telephone.

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 utilities operations activities.
- Analyze, interpret, apply, and enforce 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, develop and present recommendations and justification for solution.

Perform the most complex operations duties and operate related equipment safely and effectively.

Develop cost estimates for supplies and equipment.

Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

Prepare clear and concise reports, correspondence, procedures, and other written materials.

Maintain accurate records and files of work performed.

Develop and recommend systems and procedures related to assigned operations.

Establish and maintain a variety of manual and computerized record keeping and project management systems.

Make sound, independent decisions within established policy and procedural guidelines.

Organize own work, set priorities, and meet critical time deadlines.

Operate modern office equipment, including computer equipment and software 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 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 experience in the maintenance and repair of underground utilities or general construction, including supervisory experience.

**Training:**

Equivalent to the completion of the twelfth (12th) grade. College-level coursework or specialized training in civil engineering, sanitary engineering, biology, chemistry, or closely related field is desirable.

**License or Certificate:**

- Valid California drivers license Class B with air brake and tank endorsements.
- Grade III Water Distribution Operator Certificate issued by the State Water Resources Control Board (SWRCB).

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around water distribution systems and related facilities; possess mobility to work in the field; strength, stamina and mobility to perform light to medium physical work, to work in confined spaces, around machines and to climb and descend ladders, and operate varied hand and power tools and construction equipment; 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 fieldwork requiring frequent walking in operational areas to identify problems or hazards. 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 and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 100 pounds and heavier weights with the use of proper equipment.
ENVIRONMENTAL ELEMENTS

Employees work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors 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.