

CITY OF HAYWARD

UTILITIES CUSTOMER SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct, and supervise the work of staff involved in the maintenance of the City's advanced metering infrastructure (AMI) and water meters, cross-connection control program implementation, testing and repair backflow device testing, and recycled water program activities; to perform a variety of technical tasks relative to assigned area of responsibility; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is a supervisor level classification within the Utility Field Services classification series. The incumbent is responsible for planning and coordinating the work activities of assigned staff. The classification is distinguished from the lower-level Senior Utility Field Services Leader in that it requires independent judgment and is responsible for planning, assigning, reviewing and supervising the work of multiple crews. It is further distinguished from the class of Utilities Field Services Manager by the latter's overall responsibility for all field services related to the water distribution system.

SUPERVISION RECEIVED

Receives general direction from the Utilities Field Services Manager.

SUPERVISION EXERCISED

Exercises direct supervision to Utility Field Service staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the maintenance and repair of AMI infrastructure and water meters, and implementation of the City's cross-connection control, backflow device testing and recycled water program.

Plan, prioritize, assign, supervise and review the work of shop and field crews involved in the installation, programming, inspection, repair and maintenance of AMI endpoints, retrofitting and programming of water meters, and maintenance, monitoring and repair of recycled water system components.

ESSENTIAL DUTIES (continued):

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in the selection of staff; coordinate staff training; conduct performance evaluations; recommend discipline; implement discipline procedures as directed.

Supervise the implementation of the City's cross connection control and backflow testing programs.

Provide technical assistance and training to subordinates in work methods, standards and safety procedures.

Maintain records of work activity and job costs.

Calculate materials, supplies and equipment needed for specific projects and activities to be accomplished by staff.

Coordinate work with needs and schedules of customers.

Monitor, educate, and respond to recycled water misuse, violations, and inquiries; take actions accordingly to resolve issues.

Participate in short- and long-range planning and scheduling of specific activities and projects to be accomplished by assigned staff.

Oversee and perform, as needed, field checks of all new AMI, backflow and recycled water related installations, and evaluate potential risks related to water quality.

Serve in the absence of the Utility Field Services Manager, as required.

Answer questions and provide information to the public; research questions and recommend corrective action as necessary to resolve issues.

Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.

Foster an environment that embraces integrity, service, inclusion and collaboration.

Be an integral team player, which involves flexibility, cooperation, and communication.

ESSENTIAL DUTIES (continued):

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Water systems, cross connection control, backflow prevention, and AMI principles and system components.

Modern equipment, materials, techniques, and safe working procedures.

Principles and practices of supervision.

General plumbing and hand tools related to the job.

Pertinent local, State and Federal rules, regulations and laws.

Principles of supervision, training and performance evaluation.

Basic principles of budget monitoring.

Principles and practices of supervision, training and personnel management.

Modern office practices, methods and computer equipment, including relevant software programs.

Oral and written communication skills; business English, including vocabulary, spelling and correct grammatical usage and punctuation.

Principles and practices of excellent customer service.

Ability to:

Organize, implement and direct activities related to the AMI system, water meter repair and replacement, cross connection control, backflow prevention testing and installation and repair of recycled water system components.

Give and take oral and written directions, schedule work assignments and keep accurate records.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued):

Ability to (continued):

Exercise independent judgment and initiative without close supervision.

Use and train staff in AMI computer software programming.

Troubleshoot components and systems related to assigned area.

Read, write and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary and spelling.

Perform substantial physical labor.

Interpret and explain pertinent department and City policies and procedures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Supervise, train and evaluate assigned staff.

Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.

Communicate effectively, tactfully and positively in both oral and written form.

Operate and use modern office equipment and technology, including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Utilize appropriate safety procedures and practices for assigned duties.

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

Contribute effectively to the accomplishments of City goals, objectives and activities.

EXPERIENCE AND EDUCATION

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

Experience: Four (4) years in construction or maintenance work involving water, cross connection control or advanced metering infrastructure systems, including one (1) year of lead or supervisory experience.

Education: Equivalent to completion of the twelfth (12th) grade, supplemented by relevant college coursework.

Licenses and Certificates: Possess and maintain valid American Water Works Association Backflow Prevention Device Tester certification, American Water Works Association Cross Connection Control Program Specialist certification, and a Water Distribution D-3 Certificate from the State Water Resources Control Board. Possess and maintain a valid Class C California Driver License.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical abilities to: work in a standard office environment and use standard office equipment and current software; to work in a field environment in various weather conditions; safely drive to various locations throughout the City and County; frequently kneel, stoop, crouch, squat, climb, twist, and handle equipment; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball, laptop, and/or tablet; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, climb, safely lift and move equipment and materials weighing up to 50 pounds; converse by telephone, by email, and in person, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year
H817 Utilities Customer Service Supervisor
Created December 2024
EEO Code: 08
FPPC STATUS: Non-Designated
FLSA STATUS: Exempt