

UTILITIES FIELD SERVICES SUPERVISORMANAGER

DEFINITION

~~Under general direction, to supervise,~~

~~To plan, schedule, organize, direct and review/coordinate activities related to the installations of~~potable water and recycled water systems in regard to Utilities Field Services, ~~including installation~~ and maintenance of water mains ~~and appurtenances, including water mains,~~ service lines, fire hydrants, backflow prevention devices, and water meters, ~~of the City's water system,~~ as well as field customer services ~~and maintenance of the Advanced Metering Infrastructure (AMI) system; and to provide highly responsible technical support to the Utilities Operations and Maintenance Manager.~~

DISTINGUISHING CHARACTERISTICS

This is a management ~~classification position~~ allocated to the ~~Utilities Division Department~~ of the Public Works ~~Department reporting to the~~ Utilities ~~Operations and Maintenance Manager~~. The Utilities Field Services ~~Supervisor~~Manager is responsible for ~~the~~ field installations and customer services related to water ~~mains and appurtenances, testing of backflow prevention and cross connection control devices, and overseeing the City's AMI system and water meters and backflow device maintenance. The position is also responsible for supervision of meter reading and performing supervision and management in support of the Utilities Division's goals and objectives.~~ The position is also responsible for assisting the Utilities Operations and Maintenance ~~Manger~~Manager in the overall planning, administration, and management of Utilities Operations and Maintenance functions. This position is distinguished from that of subordinate ~~utilities~~ classifications by its responsibility for the ~~supervision/management~~ of two maintenance work groups (i.e., Field Services and Customer Services). This position is distinguished from the Utilities Operations and Maintenance ~~Manger~~Manager position by the latter position's overall responsibility for the management and administration of the City's water distribution and sewer collection systems, the Storekeeper position, and administrative and clerical staff.

This position serves as the Shift Operator for the City's water system, and, in the absence of the Utilities Operations and Maintenance Manager, may be designated as the Chief Operator.

SUPERVISION RECEIVED

Receives general direction from the Utilities Operations and Maintenance Manager.

SUPERVISION

EXERCISED

~~Provides direct supervision of subordinate staff in Field Services and Customer Services sections, including water main construction and repair, meter shop, meter reading, and backflow prevention program, and any assigned clerical staff.~~

Exercises direct supervision of subordinate staff in Field Services and Customer Services and any assigned clerical staff.

ESSENTIAL DUTIES:

Duties may include but are not limited to the following:

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Field services

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Develop and implement goals, objectives, policies and procedures related to Utilities Field Services.

Plan, organize and direct Field Services activities, including installation of water mains and appurtenances for City projects and/or private developments, maintenance of the water mains and appurtenances, leak repairs, water meter installation and repair, backflow prevention device installation, repairs, inspection, and testing, and ~~meter reading program.~~ maintenance of the AMI system.

Direct, oversee and participate in the development of the Field Services ~~may be work plan;~~ assign work activities, projects and programs; monitor workflow; and review and evaluate work products, methods and procedures.

Prepare and implement the Field Services budget; participate in forecasting additional funds needed for staffing, equipment, materials and supplies.

Recommend capital improvement and replacement projects and prepare project descriptions and cost estimates.

Recommend appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement disciplinary procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of Utilities Field Services.

Encourage initiative and provide technical assistance and training to assist in smaller repair jobs to the sewer collection system.

Coordinate subordinates and prescribe work methods and safety procedures.

Participate in selection and oversight of outside consultants and contractors, including evaluating vendors and sole source recommendations.

Coordinate operations with the needs of the public, outside agencies, and other City divisions.–

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~~Assists the Utilities Operations and~~

Receive, research and respond to escalated issues and complaints and recommend appropriate action.

Manage construction projects including, but not limited to: piping, earthwork, easement clearing, and similar projects.

Assist other departments and divisions, including, but not limited to Maintenance Manager Services and the Fire Department, with budget preparation and performs other administrative work as assigned.

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~~Receives, investigates and responds to public inquiries, concerns, and complaints, and requests for service. Works cooperatively with City staff, residents, businesses, property owners, and other utilities and outside agencies.~~

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Confer emergency response (i.e. earthquake, wildland fire, flooding, and landslides, etc.)

Confer with developers and contractors as needed to ensure that the City's water system standards are met.

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Identifies

Identify water mains and appurtenances maintenance needs ~~in the utility system, discusses them with Utilities Operations and Maintenance Manager, and initiates and initiate~~ proper action to resolve the problems. ~~Ensures that the meter reading program is always on track and meeting its goals. Assures~~ Ensure that emergency staff is available 24 hours a day to take necessary action.

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~~Oversees the development of schedules and establishment of assignment priorities for the Field Services section, as well as the Customer Service section.~~

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Develops and maintains

Develop and maintain specifications for water main and appurtenances materials and equipment and recommends/recommend purchases.–

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Prepares

Research and ~~maintains specialized water system records~~ prepare technical, regulatory and forms, and ~~administrative~~ reports to regulatory agencies. ~~Prepares all;~~ prepare written correspondence needed to ensure effective coordination between the Utilities Operations and Maintenance, other functions within Utilities Operations and Maintenance, Public Works, other City departments, and the general public.–

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~~Reviews, _____ evaluates _____ and _____ prepares.~~

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~~Review, evaluate and prepare~~ comments on construction plans, drawings and specifications related to water system infrastructure projects ~~including mains, connections, valves, equipment, and other systems.~~

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~~Ensures.~~

Ensure that all Underground Service Alert (USA) markings for the City's water and sewer mains, and fiber optic cable are done in a timely and accurate manner.

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~~Participates in interviews~~

Plan and ~~selection of new employees under the positions responsibilities, and present regular safety training of employees in work procedures, standards to~~ assigned staff. Arrange for specialized safety training as needed.

Represent the division and department to outside agencies and safety practices.

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~~Prepares organizations, participate in outside community and provides input into employee performance evaluations, including setting professional groups and assessing goals, conducts counseling on work-related issues committees, and makes recommendations regarding discipline.~~

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~~Actively participates in provide technical assistance as necessary.~~

Represent the Public Works Department's Safety Committee.

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~~Performs~~ 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.

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 ESSENTIAL QUALIFICATIONS

Knowledge of:

Water transmission and distribution operations and maintenance, and underground installation programs; and safe work practices.

Principles of hydraulic theory as it applies to water distribution system, water transmission systems, pressure zones and pressure regulating valves.

Current methods, codes and regulations governing underground work and water main and appurtenances installation.

Supervisory Control and Data Acquisition (SCADA) systems including data propagation methods, and associated hardware and software.

• ~~Modern work order development and processing.~~

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal rules, regulations and laws.

Principles and practices of organization, administration and program management.

Budgeting procedures and techniques.

Principles and practices of supervision, training and personnel management.

Modern office practices, methods and computer equipment, including ~~work planning, direction, training, and evaluation of work and staff performance~~ relevant software programs.

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

Safe work practices.

Principles and practices of excellent customer service.

Ability to:

~~Direct~~Organize and direct the daily field services of a municipal water distribution system, and field customer services functions, ensuring compliance with City policies and procedures, and local, state and federal laws and regulations.

- ~~Supervise, train and evaluate subordinate field, technical, and support staff; and coordinate schedules to insure the timely processing of the public's request.~~
- ~~Communicate both orally and in writing to prepare clear and accurate maintenance and safety reports, lead discussions, and present information to City staff, contractors, and the general public.~~

Review and evaluate construction plans, drawings and specifications related to field services projects including underground infrastructure, and related equipment.

- ~~Calculate field assets historical and instantaneous performance using a variety of data, formulas and equations.~~

Make reasonable assessments as to repair or replacement of water main, valves, and other related equipment; and advise Utilities staff, design consultants, engineers and contractors in acquisition and installation of new equipment.

Make informed judgments concerning maintenance parameters of water system; and make independent judgments during emergencies.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

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.

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 accomplishment of City goals, objectives and activities.

MINIMUM QUALIFICATIONS:

EXPERIENCE

AND

EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to ~~qualify~~ is:

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obtain the knowledge and abilities would be:

Experience: ~~Four (4)~~ Five (5) years of progressively responsible experience in the Field Services of a water system including ~~one (1) year~~ two (2) years of responsible supervisory or lead position experience in a distribution system classified as a D4 system or higher by the California Department of Health Services.

Education: Completion of twelfth grade or possession of GED, supplemented by college course work related to potable water, water distribution, wastewater collection, recycled water distribution, or a science field. Possession of an Associate's Degree in water distribution, wastewater collection, recycled water distribution, or in a science field may be substituted for the required coursework. Possession of a bachelor's degree is desirable.

License or Certificate: ~~Requires possession~~

LICENSES AND CERTIFICATES

Possession and maintenance of a valid Water Distribution Operator D4 Certificate issued by the California Department of Health Services; D5 Certificate desirable.

~~OR~~

~~Possession and maintenance of valid Water Distribution D3 Certification issued by the California Department of Health Services with the ability to obtain and maintain a D4 Certification within eighteen (18) months of appointment to the position.~~

AND

Possession and maintenance of a valid Class C California Driver's License.

SUPPLEMENTAL INFORMATION:

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability 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; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, squat, stoop, and safely lift and move equipment and material weighing up to 90 pounds; converse by

telephone, by email, in person, and to small or large groups 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; and safely drive to various locations throughout the City and County to travel to fulfill assigned duties and to review work outdoors. Essential functions must be performed with or without reasonable accommodation.

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PROBATIONARY PERIOD: One (1) Year

H825 Utilities Field Services Supervisor

Created July 2011

Revised April 2014

EEO Code: 02

FPPC STATUS: Designated

FLSA STATUS: Exempt

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