

UTILITIES FIELD SERVICES SUPERVISOR

DEFINITION

Under general direction, to supervise, plan, schedule, and review activities related to the installations 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.

DISTINGUISHING CHARACTERISTICS

This is a management classification allocated to the Utilities Division of the Public Works Department reporting to the Utilities Operations and Maintenance Manager. The Utilities Field Services Supervisor is responsible for the field installations and customer services related to 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 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 of two maintenance work groups (i.e., Field Services and Customer Services). This position is distinguished from the Utilities Operations and Maintenance 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.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Field services, 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. Field Services may be required to assist in smaller repair jobs to the sewer collection system.

ESSENTIAL DUTIES (continued)

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

Assists the Utilities Operations and Maintenance Manager with budget preparation and performs other administrative work as assigned.

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.

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

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

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

Develops and maintains specifications for water main and appurtenances materials and equipment and recommends purchases.

Prepares and maintains specialized water system records and forms, and reports to regulatory agencies. Prepares all 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.

Reviews, evaluates and prepares comments on construction plans, drawings and specifications related to water system infrastructure projects including mains, connections, valves, equipment, and other systems.

Ensures 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.

Participates in interviews and selection of new employees under the positions responsibilities, and training of employees in work procedures, standards and safety practices.

Prepares and provides input into employee performance evaluations, including setting and assessing goals, conducts counseling on work-related issues, and makes recommendations regarding discipline.

Actively participates in the Public Works Department's Safety Committee.

Performs other 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 of management and supervision including work planning, direction, training, and evaluation of work and staff performance.

Ability to:

Direct the daily field services of a municipal water distribution system, and field customer services functions.

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.

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:

Experience: Four (4) years of progressively responsible experience in the Field Services of a water system including one (1) year 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 and maintenance of a valid Water Distribution Operator D4 Certificate issued by the California Department of Health Services,

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.

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 and 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.

PROBATIONARY PERIOD: One (1) Year

784CS11

Created: July 2011

Updated: April 2014

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt