



Utilities Maintenance Supervisor

Purpose of the role:

Under direction, supervises, assigns, and reviews the work of staff responsible for the installation, repair, maintenance, and servicing of water, wastewater collection and related systems and facilities; supervises and coordinates water distribution and wastewater collection programs; ensures work quality and adherence to established policies and procedures; coordinates assigned activities with other divisions and outside agencies; and performs related duties as assigned.

Distinguishing Characteristics:

The Utilities Maintenance Supervisor assumes responsibility for supervising the City's maintenance program for the water distribution and wastewater collection systems. Incumbents in this class supervise, assign work to, and evaluate the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Utilities Maintenance Supervisor's work time is spent performing supervisory functions. Assignments are varied and carried out with considerable judgment and independence.

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

Essential Duties and Responsibilities:

- Plans, organizes, supervises, and evaluates the work of assigned staff engaged in the installation, repair, maintenance, and servicing of water, wastewater collection and related systems and facilities; develops, implements, and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing, and evaluating plans, work processes, systems, and procedures to achieve annual goals, objectives, and work standards.
- Plans, organizes, directs, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of utilities maintenance staff; provides or coordinates staff training; works with employees to correct deficiencies; provides technical assistance to staff.
- Establishes schedules and methods for providing utilities maintenance services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.

- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives, and values.
- Participates in the development of the assigned program budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; recommends adjustments as necessary.
- Reviews, interprets, implements and trains staff in federal, state and local codes, ordinances and regulations pertaining to water and wastewater activities.
- Monitors a telemetry tracking system; reviews data, dispatches crews to investigate and resolve potential and reported problems; makes adjustments to computer-controlled systems in response to data of system alarms.
- Inspects and evaluates work being performed; identifies problem areas and directs remedial action.
- Coordinates the work of the unit with other City divisions and departments, outside agencies or concerned citizen groups.
- Prepares or reviews and maintains a wide variety of written reports and records, including personnel records, periodic progress reports, accident reports, maintenance requests and requisitions for section activities; develops, reviews and updates written maintenance instructions and schedules.
- Ensures that section activities are carried out in a safe and efficient manner.
- Reviews or prepares plans and specifications for contract work and inspects work performed to determine compliance to standards.
- May participate in long-term planning to assess future needs.
- Maintains current knowledge of new trends and innovations in the field of utilities maintenance; researches new operational methods, techniques and equipment and recommends their application.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints in an efficient and timely manner; responds to emergency situations as necessary.
- Performs after-hours emergency and on-call duties on a rotating basis.
- Performs related duties as required.

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

***Desired
Minimum
Qualifications:***

Knowledge of:

- Operations, services, and activities of a utilities maintenance program.
- Principles of supervision, training, and performance evaluation.
- Methods and techniques of conducting on-site work inspections.
- Principles and practices of general construction.

- Principles and practices of administration, including goal setting, policy and procedure development and implementation, evaluation and work standards.
- Theories, principles, methods and equipment used in water system and wastewater collection system maintenance and repair work.
- Operational characteristics of a variety of maintenance and repair tools and equipment.
- Principles and practices of contract preparation and administration.
- Occupational safety hazards and safe work practices.
- Regulatory agency operational, reporting and records retention requirements.
- Computer telemetry system.
- Basic principles and practices of municipal budget preparation and control.
- Principles of business letter writing and basic report preparation.
- Office procedures, methods, and equipment including computers and applicable software applications.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Supervise, coordinate, and direct utility maintenance programs.
- Select, train, supervise, organize, and review the work of assigned staff involved in utilities maintenance.
- Recommend and implement goals, objectives, policies, and procedures for providing utility maintenance programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Analyze complex technical and administrative problems, evaluate alternatives and recommend or adopt effective courses of action.
- Oversee contracted services and ensure compliance with contract specifications and obligations.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Exercise independent judgment and initiative within established guidelines.
- Coordinate work assignments with other divisions, departments, or agencies.
- Participate in the preparation and administration of assigned budget.
- Prepare clear, concise, and comprehensive reports.
- Utilize standard office equipment including computers and related software applications.
- Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
- Respond to requests and inquiries from the general public.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.



Competencies:

- Effective Communicator
- Team Builder
- Strategic Thinker
- Results Oriented
- Problem Solver and Decision Maker
- Planner and Organizer
- Technically Knowledgeable

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

Education:

Equivalent to the completion of the twelfth grade supplemented by college level course work or specialized training in public works construction and maintenance or a related field.

**Education and
Experience
Guidelines:**

Experience:

Six years of responsible water and wastewater systems maintenance and operations experience including one year of lead supervisory responsibility.

Licenses; Certificates; Special Requirements:

Possession of, and the ability to maintain, certification as a California Department of Health Services (DHS) Water Distribution Operator Grade D4.

A valid Class C California driver's license is required.

Grade I AWWA and/or Grade I CWEA certifications or the ability to obtain such certifications within six months of appointment to the class.

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Physical and
Environmental
Conditions:**

Physical: Sufficient physical ability to work in an office setting and operate office equipment; sit, stand, walk, reach, twist, turn, kneel, bend, squat and stoop; grasp, repetitive hand movement and fine coordination in preparing reports using a computer key board. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; occasionally works in outside weather conditions and is exposed to wet and/or humid conditions.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/5/03

Date Revised: 11/03