

## OPERATIONS SUPERINTENDENT

### JOB SUMMARY

Under general direction, responsible for assisting and supporting the Water Operations Manager in the management and administration of the department and for managing the daily activities of utilities maintenance, distribution system, facilities maintenance and meter services; performs other duties as assigned.

### EXAMPLES OF DUTIES

*(Duties include but are not limited to the following):*

- Plans assigns and supervises staff in a variety of maintenance and repair activities related to the water distribution system, equipment and facilities maintenance, utilities maintenance and meter services.
- Investigates and resolves customer complaints related to field operations.
- Maintains records and prepares a variety of reports including time, supplies and equipment and materials used, and of work accomplished.
- Assumes responsibility for safety training of operations staff; ensures compliance with the District's safety regulations and accident reporting requirements.
- Generates work procedures, schedules and practices.
- Assists with plans and coordinates infrastructure upgrades, equipment modifications and purchases; makes recommendations for security of District facilities and remote sites.
- Observes and documents performance and prepares periodic and special evaluations of performance.
- Prepares supporting documentation and recommends employee recognition and discipline.
- Counsels employees on matters related to performance and employment status.
- Supervises, trains and participates in the evaluation of subordinate personnel.
- Requisitions supplies, materials and equipment needed to complete assigned tasks.
- Provides information to upper management and staff.
- Ensures compliance with state, federal and county regulations governing potable water.
- Makes oral and written directives.
- Keeps abreast of new technologies and safety measures used in water utilities, meters, systems and technical maintenance.
- Prepares routine and special reports relative to water and distribution systems, as required by management or regulatory agencies.
- Performs support work for other sections in the District.

- Assists in preparing the annual line item expenditure budget for the utility, meter and system divisions.
- Serves as liaison to other departments and agencies regarding mutual areas of concern.
- Assumes responsibility for the department in the absence of the Water Operations Manager.
- Responds to emergency situations including those occurring after normal working hours.
- Performs other related duties as assigned.

**EMPLOYMENT STANDARDS**

Knowledge of:

- Principles of supervision, training and performance evaluations.
- Basic budget theories and principles.
- Operation concepts of a complex, multi-faceted water distribution system.
- Occupational hazards, safety precautions and regulations.

Ability to:

- Manage day-to-day operations of a water distribution system.
- Prepare accurate and concise evaluations of subordinates.
- Recognize unusual or dangerous operating conditions and take rapid appropriate action.
- Maintain records and make reports.
- Effectively administer the District’s safety program.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with other departments, outside agencies, and the public.
- Resolve problems.
- Utilize effective leadership and coaching skills.
- Operate a vehicle observing legal and defensive driving practices.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Six years of progressively responsible experience in operation of water systems, with at least three years of supervisory experience is required.

Education: Bachelor’s degree from an accredited college or university in public or business administration, water technology, management, or a related field, is desirable; or, an equivalent combination of education and experience sufficient to successfully perform the duties of the position as listed above.

Licenses and Certificates:

1) Possession of a valid California driver’s license, Class C, with ability to maintain insurability under the District’s insurance carrier. 2) Possession of a State Department of Health Service Water Distribution Operator certificate, Grade III, at time of appointment is required, Grade IV is desirable. 3) Possession of a State of California Water Treatment Operator, Grade II, at time of appointment is required.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; operate hand and power tools requiring strength and coordination; use hands and fingers repetitively to manipulate small objects and print or write legibly; regularly lift over 50 pounds and frequently, over 100 pounds, with assistance; be exposed to harsh substances; be exposed to foul odors within acceptable ranges/levels; work in confined spaces; wear protective apparel including, but not limited to, goggles, face protectors, aprons, shoes and a respirator, as required by OSHA standards; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

**OTHER REQUIREMENTS**

May be required to work evenings, weekends, and holidays and assume stand-by duty if necessary.

THE INFORMATION CONTAINED HEREIN IS SUBJECT TO CHANGE  
AND DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.