



CLASSIFICATION SPECIFICATION

FIELD OPERATIONS SUPERVISOR

DEFINITION:

Under general direction, supervises and directs the work of field crews engaged in the activities of the Field Operations Department including construction, maintenance, customer service, fleet and building maintenance, and meters; prioritizes and schedules work; trains and evaluates staff; assists with budget preparation; performs other duties as assigned.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Superintendent of Field Operations. Exercises close to general supervision over field operations staff including lead workers and crew members.

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

*Class specifications are only intended to present a description 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 qualifications of the incumbents within the class.*

- Supervises and coordinates the work of field crews in performing construction and maintenance projects relative to the installation, maintenance, and repair of water facilities and equipment.
- Supervises and coordinates the work of field crews in performing customer service relative to connects and disconnects from water service, reading and re-reading of water meters, responding to customer concerns, and replacement of meters and related activities.
- Assigns personnel to perform light maintenance work on district facilities and landscaping or weed abatement.
- Assigns personnel to perform light maintenance on District vehicles.
- Inspects and reviews work performed by field crews; assigns personnel to respond to emergency situations.
- Maintains and updates records of field operations work performed by field crews; reviews a variety of reports relative to billing and work orders; resolves the more difficult customer complaints.
- Consults with contractors regarding work to be performed.
- Directs crews performing emergency repair work; coordinates work with outside meter repair services; coordinates meter readings and re-reads to coincide with billing schedules.

- Directs the installation, maintenance, testing, and rebuilding of multi-jet turbine propeller meters.
- Assures adequate inventory of parts and supplies.
- Performs customer service work relative to billing complaints, disconnects, reconnects; water pressure and water quality.
- Holds periodic staff meetings; provides training and conducts work evaluations; acts as Co-Safety Chairperson.
- Assists in developing short-term and long-range district maintenance, construction and customer service goals and objectives.
- Assists with the preparation of the departmental budget.
- Provides supervision, training, and work evaluation for staff; schedules vacations; inspects time cards for proper allocation of time and approves time cards.
- Gathers information and prepares a variety of reports for field operations related to construction, maintenance and customer service activities.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies, District staff and Board, and the general public.
- Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner.
- Works weekends, evenings and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
- May act as Superintendent of Field Operations in his/her absence.
- Performs other related duties as assigned.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Combination of office and field environment.
- Must be able to carry, push, pull, reach, and lift equipment and parts weighing up to 50 pounds; stoop, kneel, crouch, crawl, and climb during plant maintenance and repair work.
- Work in an environment with exposure to dust, dirt, hazardous materials, and significant temperature changes between cold and heat; stand and walk for extended time periods.

- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- Read and interpret data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS: *The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and/or experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from high school or equivalent and five (5) years of increasingly responsible experience in water production and distribution, water facility maintenance, construction and installation, water service and meter installation, including at least three (3) years of experience in a lead capacity.

License/Certificate:

Possession of a valid Class A California driver's license and satisfactory driving record.

Possession of a Grade II Water Treatment certificate issued by the California State Water Resources Control Board.

Possession of a Grade III Water Distribution certificate issued by the California State Water Resources Control Board.

Possession of a CPR/First Aid Certification or ability to obtain within one (1) year of appointment date.

Possession of a Cross-Connection Control Specialist certification from the American Water Works Association is highly desirable.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

- Materials and equipment used in water system installation, maintenance, and construction and repair.
- Installation, maintenance, repair, and testing of water meters, valves, hydrants, services, mains and water distribution systems.
- Equipment inspection, maintenance and repair.
- Laws, regulations, and ordinances applicable to water distribution systems and safe work practices related to water system construction and maintenance work.
- District policies and procedures regarding customer service and relations.
- Mathematical principles related to water measurement and distribution systems.
- Principles of work safety, employee training and supervision.
- Principles of employee supervision including training, development and performance evaluation.
- Principles of budget administration.
- Methods of collecting and preserving domestic water samples.

Ability to:

- Direct and supervise the installation, maintenance, and repair of water service and distribution systems.
- Plan, assign, supervise, train, evaluate and direct the work of assigned employees.
- Implement and evaluate a full range of field operations construction, maintenance and customer service functions.
- Evaluate operational and administrative situations and formulate effective strategies and solutions.
- Recognize priorities and organize work.
- Interpret and apply laws, codes, regulations, policies and procedures.
- Read and interpret engineering and public works plans, specifications, and drawings.
- Maintain accurate records.
- Prepare clear and concise oral and written reports.
- Understand and follow oral and written directions.
- Provide excellent customer service and resolve public concerns and complaints.
- Skillfully and safely operate a motor vehicle and heavy equipment when required in the course of performing work duties.
- Exercise independent judgment and initiative within established guidelines.
- Establish and maintain excellent working relationships with community organizations, District staff and Board, and the general public.
- Operate a computer and related software at an intermediate level.

STATUS: Exempt

Revised: February 18, 2016