

SYSTEMS SUPERVISOR

JOB SUMMARY

Under general direction, plans, directs, supervises and coordinates the work of a crew performing tasks in the operation of the District's water distribution system; oversees the operation of telemetry controls, pump stations, reservoirs, tanks and pressure control stations; performs a variety of technical and administrative support functions; and performs other related work as assigned.

EXAMPLES OF DUTIES

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

- Directly supervises systems operations staff; implements and enforces District policies and procedures; trains and assesses the performance of employees within the work unit.
- Plans, assigns and schedules work unit assignments and duty schedules.
- Schedules and supervises the systems operations program, including preventative maintenance.
- Oversees and operates the water distribution system by monitoring and adjusting flows from reservoirs, tanks and suppliers.
- Operates the SCADA system and assists in programming the system.
- Prepares routine and special reports relative to water distribution systems, as required by management and regulatory agencies.
- Implements various programs related to system operations including flushing and valve maintenance.
- Ensures compliance with state, federal and county health standards, and safety and environmental regulations governing the water distribution system.
- Prepares work schedules for systems staff, and designates work procedures and practices.
- Prepares and maintains all systems distribution and maintenance records, and makes reports to the health department.
- Assists department manager in developing and writing policies and procedures.
- Maintains records and prepares a variety of reports including time, supplies and equipment and materials used, and of work accomplished as required by management or regulatory agencies.
- Reads, interprets and works from engineering drawings and blueprints.
- Listens to, answers, checks and resolves customer concerns and/or complaints; and advises customers of District codes, policies and procedures regarding water service.
- Requisitions supplies, materials and equipment to complete assigned tasks.
- Enforces all safety regulations, ensuring safe work methods are followed and appropriate safety precautions and equipment are utilized; conducts safety meetings with subordinates.
- Provides on-the-job training in the safe operation of work crew's tools, equipment and safety devices.

- Bypasses portions of the system during emergencies or planned maintenance shutdowns to maintain systems operations.
- Oversees the reading and recording of reservoir levels, water connections usage and consumer usage.
- Ensures that customers receive adequate water in volume, pressure and purity; operates automated and manual controls to ensure that commitments and daily schedules are met, as set by customer demand and standard practice.
- Assists the department manager in preparing the annual line-item expenditure budget for the systems division.
- Observes and documents performance and prepares periodic and special evaluations of performance; prepares supporting documentation and recommends employee recognition and discipline; and counsels employees on matters related to performance and employment status.
- Oversees the collection of samples for laboratory analysis for determination of water quality; and determines chemical dosages required in the distribution system.
- Monitors and regulates the operation and status of valves, pumping facilities and other facilities and appurtenances; troubleshoots automatic valves when problems occur in the system; calculates and records flows on a daily and monthly basis.
- Oversees maintenance, repair and replacement of facilities under his/her control, including custodial duties in the buildings and yards.
- Checks reservoir levels and makes adjustments to valves to maintain proper water levels; switches valves to redirect flow; monitors and records lake levels at Lake Ramona along with daily weir, evaporation, rainfall and runoff.
- Responds to emergency situations including those occurring after normal working hours.
- Performs other related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.
- Operation concepts of a complex, multi-faceted water transmission and distribution system.
- Operating principles of large pumping equipment, associated motors and high voltage power systems.
- Accurate operation record keeping methods and procedures.
- The operation, capabilities, limitations, interrelationships and operating procedures of the District water distribution systems.
- Mathematics applicable to water works operations; and basic water chemistry.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment and software.
- Basic methods of budget development and tracking of expenditures.
- Safety precautions and procedures pertaining to the work, particularly relating to the operation of large pumps and motors and high electrical voltages.
- Basic principles of hydraulics.
- Emergency response procedures.

Ability to:

- Plan, direct, supervise, train, schedule and review the work of subordinates.
- Motivate and evaluate staff and provide for their training and development.
- Communicate clearly and concisely, both orally and in writing.
- Diagnose equipment malfunctions and direct necessary repairs.
- Maintain accurate records; read and interpret plans, specifications, and operating and technical manuals.
- Recognize unusual or dangerous operating conditions and take rapid appropriate action.
- Use computers and related software applications.
- Operate a vehicle observing legal and defensive driving practices.
- Understand and carry out oral and written instructions.
- Establish and maintain effective working relationships with department personnel, other departments, outside agencies and the public.
- Be available for overtime, standby and after-hour emergencies.

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: Four years of experience of a mechanical nature, including experience in maintaining water system valves, electrical, telemetering, pump stations and reservoirs. Supervisory experience highly desirable. Customer service experience is required.

Education: Formal or informal education or training at a level which ensures the ability to read, write, and perform mathematical computations and write reports at a level necessary for successful job performance, supplemented by college course work in water distribution, or a related field. Supplemental training or coursework in the principles of supervision is required, or must be obtained within six (6) months of employment.

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 Water Resources Control Board Water Distribution Operator certificate, Grade IV, at time of appointment is required. 3) Possession of a State Department of Health Services Water Treatment Plant Operator certificate, Grade II, at time of appointment is desirable. Certification at the required level must be maintained.

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; ascend and descend ladders up to 50 feet in height; wear protective apparel including, but not limited to, goggles, face protectors, aprons, fall protection, shoes and a respirator, as required by OSHA standards; reach with hands and arms; 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 and weekends and assume stand-by duty if necessary.

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