CITY OF
SIMI VALLEY

WATER OPERATIONS SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general direction, supervises and coordinates operations and meter maintenance services activities within the Waterworks Services Division; coordinates assigned activities with other divisions, outside agencies and the general public; and provides highly responsible and complex staff assistance to the Deputy Director/Waterworks Services.

REPRESENTATIVE DUTIES

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.

1. Coordinate the organization, staffing and operational activities of the water distribution system.

2. Oversee the operations and activities of the City's water treatment plant.

3. Participate in the development and implementation of goals, objectives, policies and priorities; recommend and implement resulting policies and procedures.

4. Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.

5. Direct, coordinate and review the work plan for assigned operations and customer services and activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

6. Assign division personnel to pumping, and warehouse/inventory and technical electronics crews.

7. Inspect pump stations, reservoirs, and pressure control stations.

8. Maintain the water distribution SCADA system and make programming changes to data acquisition computers.

9. Ensure maintenance of district grounds including pavement, landscape, fencing and painting of water pumping stations, water wells, control valves and reservoirs.

10. Ensure high quality service is given to waterworks services customers; quickly resolve service complaints and billing disputes.

11. Select, train, motivate and evaluate operations personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.

12. Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend adjustments as necessary.

13. Provide staff assistance to the Deputy Director/Waterworks Services; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.

14. Coordinate water operations and customer service activities with those of other divisions and outside agencies and organizations.

15. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of water distribution system operation and customer service.

16. Perform related duties as required.

QUALIFICATIONS

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.

Knowledge of:

Operational characteristics, services and activities of a comprehensive municipal water distribution program.
Modern and complex principles and practices of utility billing and customer service.
Methods and techniques of water distribution computer operating systems.
Hydraulic pressure system maintenance.
Mathematics, water science, and environmental science.
Water management.
Principles of municipal budget preparation and control.
Principles of supervision, training and performance evaluation.
State and federal OSHA requirements for mandated safety programs.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Pertinent Federal, State and local laws, codes and regulations.

Ability to:

Supervise, direct and coordinate the work of lower level staff.
Select, supervise, train and evaluate staff.
Interpret and explain City water billing policies and procedures.
Program, operate and maintain telemetry SCADA system to control the water distribution system.
Provide technical advice on all operational matters including water pumping, storage, meter reading and customer service.
Read and interpret construction blue prints and schematics.
Prepare clear and concise reports.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *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/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in water science, environmental science or a related field.

Experience:

Four years of responsible water distribution system operation and customer service experience including one year of administrative and/or lead supervisory experience. Experience with water treatment and/or programmable logic controller (PLC) programing is desired.

License or Certificate:

Possession of, and ability to maintain, certification as a Grade D3 Water Distribution Operator, and the ability to obtain within one year of appointment, a Grade D4 Water Distribution Operator.

Possession of, and ability to maintain, certification as a Grade T1 Water Treatment Operator, and the ability to obtain within one year of appointment, a T2 Water Treatment Operator.

Possession of, or ability to obtain, an appropriate, valid driver's license.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

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.

Environment: Office and field environment; travel from site to site; work with or around equipment.

Physical: Sufficient physical ability to perform moderate to heavy lifting and carrying; walking, standing and sitting for extended periods of time; repeated bending and operation of motorized vehicles and equipment.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

Hearing: Hear in the normal audio range with or without correction.

Adopted: October 2003
Johnson & Associates

Revised February 2015; September 2015 (removed Class A DL); July 2016; March 2020