



October 2012
FLSA: NON-EXEMPT

CHIEF WATER SYSTEM OPERATOR

DEFINITION

Under general direction, oversees the operations, maintenance, and repair of the City's water system including pumping, treatment and distribution; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs routine to complex water systems operations and maintenance work, including providing technical input for assigned water system maintenance, operations, and related projects and programs; performs a variety of technical tasks relative to the assigned functional area; provides responsible technical assistance to the Public Works Director/City Engineer; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director/City Engineer. Exercises direct and general supervision over assigned staff. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is a supervisory-level class. Incumbents perform the most complex duties required to ensure that the City's water systems and facilities are maintained in a safe and effective working condition and provide the highest level of safety to the public. Responsibilities include planning, organizing, supervising, and reviewing the work of water system operations and maintenance staff either directly or through lead workers. Incumbents are expected to independently perform the full range of operations and maintenance duties as assigned. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Public Works Director in that the latter has overall responsibility for all public works operations and maintenance functions, as well as implementing and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- In collaboration with the Public Works Director/City Engineer, determines and recommends equipment, materials, and staffing needs for assigned Public Works maintenance projects; coordinates projects and personnel assignments with the Maintenance Services Supervisor and the Chief Wastewater Systems Operator.

- Provides technical and functional supervision to assigned water treatment and distribution staff; reviews and controls quality of work; assists in completing employee evaluations; participates in selection of staff; participates in performing complex and specialized water systems and facilities operations and maintenance duties.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Monitors operations and activities of the water system operations and maintenance work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Responds to customer inquiries and complaints regarding water leaks, usage and meter reads, initiation and termination of service.
- Plans and lays out maintenance work projects; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement.
- Supervises the use and operation of tools, equipment, and vehicles; ensures that tools, equipment, and vehicles are safely operated, maintained, and secured when not in use; coordinates the servicing, repair, and replacement of tools and equipment.
- Monitors and analyzes SCADA system data and calibrated information from various input/alarm points.
- Inspects work in progress and completed work of assigned employees and contractors for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Inspects assigned City water system infrastructure for safety violations; ensures that safety procedures are followed and that safety equipment is worn; makes periodic safety presentations to assigned staff.
- Participates in the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; negotiates and administers contracts after award; ensures contractor compliance with City standards and specifications and time and budget estimates.
- Recommends and administers policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Develops, implements, and monitors various water systems operations and maintenance programs, including hydrant maintenance program, valve exercising program, and cross-connection control and backflow inspection program.
- Performs the most complex water system operations and maintenance duties and provides technical assistance to crews.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problems.
- Serves as a liaison for the assigned division to other City departments, divisions, and outside agencies.
- Provides staff assistance to the Public Works Director/City Engineer; researches, analyzes, prepares, and presents regulatory reports and other written materials, supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of operations and activities.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review, discipline, and the training of staff in work procedures.
- Principles and practices of water system maintenance and operations program development and administration.
- Standard chemical and physical tests of water and related materials.
- Practices and techniques related to water sampling, sample handling, and standard analysis methods.
- Principles, practices, equipment, tools, and materials of construction, maintenance, and repair of water system infrastructure.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.
- Telemetry systems including Supervisory Control and Data Acquisition (S.C.A.D.A.).
- Safety principles, practices, procedures, and equipment related to the work.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, and review the work of staff.
- Organize, implement, and direct assigned operations and maintenance activities and projects.
- Identify problems, research and analyze relevant information, develop and present recommendations, and justification for solution.
- Perform the most complex operations and maintenance duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record keeping, and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.

- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of the twelfth (12th) grade. Five (5) years of increasingly responsible experience in the operation, maintenance, and/or repair of water systems, facilities, and related appurtenances, including two (2) years of lead or supervisory experience.

Licenses and Certifications:

- Valid class C driver's license and satisfactory driving record; possession of a class B driver's license is desirable.
- Possession of a Grade D-2 Water Distribution Operator Certificate issued by the California Department of Public Health (CDPH).
- Possession of a Grade T-2 Water Treatment Operator Certificate issued by the California Department of Public Health (CDPH).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around City water systems and related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle and visit various City and meeting sites; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 75 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees partly work in an office environment and partly work in and around public works infrastructure and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

SPECIAL REQUIREMENTS

Incumbents in this class are required to work on-call as needed, to ensure efficient operation of the City's utility systems, and for emergency response, on a rotating schedule. Incumbents must live within thirty (30) minutes of the City to meet emergency response time requirements.