

FIELD SERVICES SUPERVISOR

DEFINITION

Under direction of the Director of Operations, the Field Services Supervisor performs responsible supervisory and administrative work; ensures the proper installation, maintenance, repair and replacement of water transmission and distribution system and wastewater collection and transmission system, facilities and appurtenances; and performs other related duties as required.

CLASS CHARACTERISTICS

This is a single position class in the Field Services series. The incumbent supervises a crew that installs, maintains, repairs and replaces components of the water transmission and distribution system and the wastewater collection and transmission system, performs meter reading and field customer service activities and constructs and maintains District facilities. The incumbent prioritizes and assigns tasks, and monitors quality and quantity of work. The primary function of the position is the planning and supervision of fieldwork. Incumbent is subject to being assigned afterhour, standby duty assignments, and other irregular hours.

SUPERVISION RECEIVED AND EXERCISED

Supervised by:	Director of Operations
Exercises supervision over:	Field Services Workers I/II Senior Field Services Worker Construction Specialist Customer Service Field Coordinator

ESSENTIAL DUTIES (*Duties may include, but are not limited to, the following*):

Prioritizes, plans, organizes, and schedules multiple installation, maintenance and repair projects including installing, repairing, maintaining and cleaning sewer mains and laterals, water mains, hydrants, valves and services, repairing curbs, streets and gutters, and operating construction and related equipment; reviews blueprints and service orders; estimates labor, material and equipment requirements; orders supplies, materials and parts; coordinates with outside contractors; determines procedures, processes and orients crew.

Coordinates, schedules and reviews facility construction, maintenance and remodeling projects.

Coordinates construction, inspection, repair and maintenance of water storage tanks; coordinates grounds maintenance.

Assigns and trains field staff at multiple field sites; responds to emergency line breaks and leaks, locates leaks and advised staff on repair or replacement requirements; may participate in work; inspects finished job.

Makes recommendations on selection of staff; supervises and evaluates employees; coaches and counsels employees, trains and orients staff; ensures safe working practices and conditions; conducts staff meetings and training sessions.

Evaluates service orders and repairs and recommends major replacement projects; estimates annual staff, equipment, and material needs; maintains documentation for tracking job costs and expenditures; prepares correspondence and reports.

May assist in the operation and maintenance of water distribution systems and perform preventive maintenance and semiskilled repairs to water distribution equipment; may adjust and exercise valves; may inspect, adjust, repair and operate pumps, motors, compressors, generators, ventilation fans, and other equipment; maintain records and log plant activities.

Meets with customers to explain projects and repairs, obtain information regarding leaks and problems and addresses service issues; locates and marks location of underground lines and mains.

May be assigned as designated Water Distribution System Shift Operator.

May supervise Operations Department in the absence of the Director of Operations.

When assigned to standby duty assignment, may respond to customer service calls, SCADA computer alarms, and monitor and operate water and wastewater systems.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- Principles and practices of supervision and training;
- Reading blue prints and estimating job requirements;
- Purposes and safe use of various hand and power tools and equipment employed in basic repair and maintenance work;
- Principles, methods and tools employed in the installation, repair and maintenance of water mains and meter;
- Safe working practices necessary in working with hazardous materials and chemicals, heavy equipment, trenches and enclosed areas;
- Plumbing and hydraulics;
- Principles and practices of water treatment and disinfection;
- Principles and applicable state requirements relative to water treatment plant operations and water distribution systems.

ABILITY TO:

- Supervise, train and evaluate staff;
- Supervise, plan and lay out a work program, including estimating cost;
- Prioritize workload; organize work to meet deadlines;
- Read and interpret blueprints and diagrams;
- Use leak detection equipment;
- Operate a variety of equipment;
- Apply appropriate safety precautions and procedures;
- Understand and carry out oral and written instructions;
- Perform call back work as assigned;
- Understand water treatment plant operations and equipment;
- Provide clear verbal communications and prepare technical reports and memoranda in a well constructed and concise manner;
- Establish and maintain positive, cooperative working relationships with assigned staff, other District staff, vendors, customers, contractors, and emergency response agencies.

PHYSICAL AND SENSORY REQUIREMENTS

- Sufficient eyesight to read fine plans and standard text and data;
- Ability to speak and hear at normal conversational levels in person and over the telephone;
- Manual dexterity to write legibly and to use calculators, computer terminal, and other general office machines; and occasionally hand and power tools;
- Ability to lift and carry up to forty (40) pounds of equipment and/or materials on a regular basis and one hundred (100) pounds on an occasional basis;
- Ability to reach, bend, stoop or crouch to perform work;
- Ability to lift and carry up to forty (40) pounds of equipment and/or materials on a regular basis and one hundred (100) pounds on an occasional basis;
- Ability to operate mechanical equipment and trucks;
- Ability to travel to different sites and locations;
- Exposure to outdoors, including inclement weather and high noise levels.

TRAINING AND EXPERIENCE GUIDELINES

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: High school graduation or equivalent is desirable.

EXPERIENCE: Four (4) years experience as a Field Services Worker II or comparable experience in the installation, maintenance and repair of potable water systems. Experience in a lead capacity is highly desirable.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

A valid California class C driver’s license must be maintained at all times.

Possession of and continued maintenance of a State of California, Department of Health Services Water Treatment Certificate Grade T1 and Water Distribution System Certificate Grade D3.