



JOB DESCRIPTION

Water Distribution Supervisor

Date Prepared: August, 2014

SUMMARY: Under general direction, plans, coordinates, supervises, and directs the construction and maintenance of water services; supervises the water distribution system and equipment maintenance operations; performs a variety of meter service duties; may act as Water Manager in their absence; performs other related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Supervise water distribution, maintenance operations, construction services, and emergency services.
- Handle customer issues effectively and courteously.
- Prepare and present a variety of reports to include staff reports and presentations.
- Coordinate contract work.
- Conduct staff meetings and instruct staff in safety procedures.
- Facilitate employee training in the operation of tools and equipment and the function and operation of facilities.
- Monitor vacation and payroll records for field and construction staff.
- Prepare and monitor annual budget for field operations and construction services to include capital equipment.
- Complete employee evaluations and make recommendations for job performance improvement.
- Inform Water Manager of problems or unusual developments within the department.
- Meet with customers to evaluate complaints and address the issues to resolve the complaint.
- Interface with other departments in a cooperative manner.
- Inspect meter boxes, lids, and meters to ensure proper maintenance and functionality.
- Perform repairs or orders replacements of meter boxes, lids, and meters, as needed.
- Locate and read meters, when required.
- Ensure that meters are flow tested.
- Investigate leaks and reports service interruptions.
- Turn water service on and off.
- Supervise the meter replacement and rotation programs.
- May participate in emergency call, stand-by duty on a rotation basis.
- Attend meetings and conferences, as necessary.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent AND six years of experience in water production, operation, distribution, or maintenance INCLUDING a minimum of three years of experience in a supervisory capacity.

Knowledge of:

- Materials, methods, and tools used in the maintenance of water meters.
- Principles of water meter operation.
- Water distribution facilities, tools, and equipment.
- Geography of the District and location of meters.
- General water system ordinances and resolutions.
- Basic computer skills.
- Principles and practices of employee supervision, including training, work evaluation, discipline, and safe work methods.
- Methods, materials, and equipment used in water systems construction, maintenance, repair, and Inspection.
- Pertinent laws, codes, and safety orders covering water service construction work and the principles and procedures involved in planning major water service and main line installations.
- Budget preparation and expenditure control.

Skill in:

- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Interpreting and applying City, state, and federal policies, laws, and regulations.
- Managing staff, delegating tasks and authority, and evaluating staff performance.
- Building effective teams and providing efficient customer service.
- Interpreting and applying laws, regulations, and policies in accordance with established standards, procedures, and criteria for the District.
- Preparing accurate reports and maintaining detailed records; reading and interpreting plans, drawings, and specifications.
- Preparing and completing employee performance evaluations.
- Supervising the installation, repair, and maintenance of water systems and structures.
- Interpreting engineering and public works plans, specifications, and drawings.
- Analyzing situations accurately and making effective recommendations.
- Maintaining accurate records.
- Working and making decisions under adverse and stressful conditions.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a valid California class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.
- Must possess a California Department of Health Services Water Distribution Operator Grade 4 Certificate and a Water Treatment Operator Grade 2 Certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an indoor/outdoor environment. Incumbent shall be exposed to those conditions normally encountered in an outdoor environment. Physical demands consist of sitting, standing, walking, stooping, kneeling, crouching, and crawling; using hands and fingers to handle or feel objects, tools, or controls; and lifting and carrying moderately heavy objects up to 100 pounds and/or utilizing a hand dolly to move up to 160 pounds. Incumbent frequently works near moving mechanical parts, occasionally works in high, precarious places. Incumbent wears personal protection-protective footwear. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head

Date

Personnel Officer

Date