



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Development Services Supervisor
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GENERAL PURPOSE

Under general direction, plans, organizes, trains, and supervises the work of staff who receive, review, and process developer and property owner requests for District services; performs special projects and handles the more difficult, complex or sensitive customer project problems and disputes; prepares special or recurring reports or special studies; develops recommendations to improve department operations; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This full supervisory-level classification exercises independent judgment on diverse and specialized development services operations and activities with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff and for ensuring water, sewer, and recycled water service requests are being processed accurately and in a timely manner. The incumbent is responsible for providing technical level support to the Development Services Manager in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Development Services Manager. Exercises direct supervision over technical and/or administrative staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize

performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Oversees the direction and training of new employees on preparation of Applications for Service, the District's Water and Sewer Rules and Regulations, and Development Services practices including use of telephone and computer equipment, submittal review, and data requirements of the multiple software systems; develops training manuals and job aids.
- Directs, advises, and assists subordinate positions with difficult or unique issues that arise with Applications for Service and evaluates staff for their consistency and effectiveness in preparing and processing applications.
- Reviews the work of staff for compliance with established procedures, District ordinances, regulations, accuracy, and proper grammar; makes corrections as necessary.
- Identifies and evaluates customer trends and recommends and implements improvements; develops recommendations to improve department operations; conducts special studies and recommends organizational, procedural, or other changes; prepares special or recurring reports or special studies.
- Assumes the more difficult customer-relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate.
- Maintains, implements, and updates Development Services processing procedures and policies for the section and other engineering personnel.
- Conducts cross-divisional staff discussions for development services; schedules and coordinates activities with other departments and divisions, customers, contractors, and other agencies.
- Balances the scheduling of staff among assignments to accommodate customer demand; monitors staff interactions with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- Participates in staff meetings and provides recommendations in connection with routine departmental, administrative, and legal procedures.
- Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculation; organizes and maintains office files; prepares and maintains a variety of records and reports,

including time cards, worksheets, accident reports, and program documents; evaluates equipment and materials used in the work group and recommends changes and/or additions, as required; requisitions necessary equipment and supplies, and reviews and approves requests by subordinates.

- Evaluates equipment and materials used in the work group and recommends changes and/or additions as needed.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement-Related Duties:

- Supports and promotes the application of continuous improvement principles in the oversight of operations within the business unit.
- Assists in the development and maintenance of best practice in unit work processes and supports the philosophy of continuous improvement.
- Develops and monitors team and individual performance measures, ensuring that they align with District's strategic and operational plans.
- Ensures a thorough understanding of the Strategic Planning Cycle and participates in its development and deployment.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- District water, recycled water, and sewer rules and regulation.
- District policies, procedures, and practices applicable to installation of domestic, commercial, landscape irrigation, and other water, recycled water, and sewer service connections.
- District personnel rules, policies, and labor contract provisions.

- Improvement districts, the annexation process, and assessment districts to determine project requirements and fees.
- Meter service operations and issues applicable to assigned functions.
- Basic engineering and construction terminology.
- Customer service practices and etiquette.
- Office administrative practices and procedures.
- Record keeping, filing, and purchasing practices and procedures.
- Policies and procedures for billing, credit, and collections.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement-Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- Familiar with process mapping and structured problem solving.
- Theoretical and practical knowledge necessary to develop and monitor individual performance standards, and insure they align with key performance measures for the unit.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Prepare, administer, and monitor a division/department budget.
- Prepare clear and concise correspondence and other written materials.
- Interpret, explain, and reach sound conclusions in applying complex District Water and Sewer Rules and Regulations, policies, and procedures regarding water, recycled water, and sewer service installation and rates.
- Read and interpret engineering drawings, quad sheets, and maps.
- Perform mathematical calculations quickly and accurately.
- Follow and apply written and oral work instructions.

- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Maintain sensitive and confidential information.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement-Based Abilities:

- Maintain and utilize process flow charts for key processes, with performance standards related to customer and stakeholder needs; validate customer requirements.
- Create a workplace that values employees, encourages their development, values their participation, and encourages innovation.
- Create an environment of continuous improvement and to ensure business unit results consistent with expectations in key performance measures.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Four (4) years of progressively responsible experience providing technical support to an engineering program, of which one (1) year should be in a lead or supervisory capacity.

Education:

- Equivalent to completion of the twelfth (12th) grade supplemented by college-level course work in engineering, mathematics, or a related field. An associate degree in engineering, construction management, or a related field is desirable.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Development Services Supervisor
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Development Services Supervisor. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____