

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	Field Services Supervisor
------------------	---------------------------

GENERAL PURPOSE

Under general direction, plans, assigns, directs and inspects the repair and maintenance programs relating to the District’s mains, service lines and related appurtenances used in the distribution of potable and reclaimed water; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the Field Services Division that exercises independent judgment on diverse and specialized maintenance work 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 providing technical level support to the Field 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 Field Services Manager. Exercises direct supervision over maintenance 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.

- Participates in the selection, training, supervision and evaluation of assigned staff; participates in the establishment of performance requirements and personal development targets, and provides technical assistance and advice to assigned staff.
- 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.

- Assists with the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Inspects and evaluates work being performed to ensure District standards are met; identifies problem areas and directs remedial action.
- Responds to inquiries and complaints from the public.
- Attends meetings with other departments and District staff and concerned organizations.
- Prepares or reviews and maintains a wide variety of written reports and records, including personnel records, periodic progress reports, accident reports, maintenance requests and requisitions for section activities.
- Researches new operational methods, techniques and equipment and recommends their application.
- Requisitions necessary tools, supplies, materials and equipment.
- Develops, reviews and updates written maintenance instructions and schedules.
- Ensures the timely completion of planned preventive maintenance programs.
- Coordinates the section's activities with other public agency personnel, engineering personnel, contractors, developers, business owners, property owners and District customers to identify, define and resolve problems directly related to water and reclaimed water distribution.
- May participate in long-term planning to assess future needs.
- Performs after-hours emergency and on-call duties on a rotating basis.
- Ensures staff observes and complies 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.
- Methods and equipment used in water and reclaimed water distribution system construction, maintenance and repair work.
- Advanced knowledge of underground pipeline systems and how to make repairs safely.
- Office and records management practices and procedures.
- Understand, interpret, explain and apply District, local, state and federal laws and regulations applicable to areas of responsibility.
- District personnel rules, policies and labor contract provisions.
- 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.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

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.
- Assist with the preparation, administration and monitoring of a division/department budget.
- Read and interpret plans, specifications and manuals.
- Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external.
- 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.
- 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:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

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:

- Six (6) years of increasingly responsible experience in water distribution system construction, maintenance, and operations, four (4) years of which are at a lead worker level.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

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 the field; strength, stamina, and mobility to perform medium to heavy physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools and construction equipment, and to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen, and to inspect and operate equipment; color vision to read location marks on the ground and stop signs and/or stop lights while driving; and hearing and speech to communicate in person and over the telephone. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to operate and repair tools and equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, with the use of proper equipment and/or assistance from other staff.

Employees must wear and use the proper Personal Protective Equipment (PPE).

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 the field 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, hazardous physical substances and fumes, dust and air contaminants. 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: Field 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 Field 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: _____