



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	Water Operations Supervisor
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GENERAL PURPOSE

Under general direction, plans, schedules, lays out, supervises, and participates in the work of personnel engaged in the operation of the District's potable and reclaimed-water distribution system and water production facilities; assists with training of staff in the operation and maintenance of the water distribution and treatment system; and performs related duties as required.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory-level class in the Water Operations job family that exercises independent judgment on diverse and specialized technical assistance and training to an assigned staff of water distribution operations and the potable water production facilities 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 formulating and developing assigned unit goals and objectives as related to division goals. Incumbents supervise assigned personnel and direct day-to-day activities and are responsible for providing technical-level support to the Water Operations 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 Water Operations Manager. Exercises direct supervision over technical and 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.
- Responds to inquiries and complaints and responds to emergency situations as necessary.
- Researches new operational methods, techniques, and equipment and recommends their application; submits requisitions for necessary tools, equipment, and supplies.
- Maintains a variety of records, logs, and reports; updates written manuals and instructions; ensures the timely completion of preventive and predictive maintenance programs; ensures administrative code and all regulatory material, SOP's, and flow processes are updated and maintained.
- May fill in for the Water Operations Manager in the manager's absence.
- Operates SCADA plant on emergency basis including Reverse Osmosis (RO), Ultrafiltration and UV-treatment technologies.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

When Assigned System Control Responsibilities:

- Prepares special and recurring studies and reports; develops recommendations to improve the operation of the District's water production, treatment, storage, transmission, and distribution systems and facilities; coordinates division activities with other divisions, departments, and agencies; participates in the development and implementation of enhancements, modifications, upgrades, and improvements to the distribution system's Supervisory Control and Data Acquisition System (SCADA).
- Advises District staff regarding water production, treatment, storage, transmission, and distribution needs and requirements; reviews and coordinates with appropriate personnel the implementation of local, state, and federal laws and regulations regarding water production, treatment, storage, transmission, and distribution.

- Participates in the analysis of trends such as population growth and the development of strategies to meet and serve expanding community needs; defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Researches and monitors technical developments in techniques, equipment, supplies, and material used in the monitoring, energy efficiency, production, treatment, storage, transmission, and distribution of potable and reclaimed water.
- Coordinates water production and distribution activities with MWD and agencies served by EMWD; participates in the development and implementation of strategies and plans to ensure all major water production, treatment, storage and distribution systems, equipment, and facilities are operable during peak water-use periods.
- Ensures preparation of daily water production and weekly reclaimed-water production reports, coordinates all water orders from MWD; evaluates display screens to verify functionality and accuracy of telemetry signals, evaluate pump plants, and set pump rotation sequence and set points.
- Implements District's goal of water supply source and energy-efficient operation; ensures compliance with production restrictions specified by agreements; ensures adequate and appropriate quality water and reclaimed water is available and delivered; ensures maintenance and updating of district-wide operational plans; prepares daily and monthly reports for inclusion in the Discharge Monitoring Report and ensures compliance with appropriate uses of reclaimed water, report and monitor blending of different sources of reclaimed water.
- Reviews design plans and specifications for water system facilities to ensure conformance with operations and maintenance needs; applies Continuous Improvement principles in the deployment of department business plans, processes, and performance measures.

When Assigned Cross Connection Responsibilities:

- Leads and participates in inspections and administration of testing backflow devices for the District's backflow-prevention and cross-connection control program; ensures conformance with District, federal, state, and local backflow and cross-connection regulations; ensures timely completion of backflow and cross-connection testing and reporting; utilizes GIS databases and other methods of tracking on-site recycled water systems, water usage, and regulatory compliance reporting.
- Leads and participates in the planning, coordination, and design of cross-connection tests for new and existing recycled-water use sites; reviews and approves plans and specifications for new construction and remodeling; coordinates with other departments for cross-connection program enforcement.

- Leads and participates in cross-connection control surveys; implements procedures and schedules for evaluating new and existing facilities.
- Performs inspections on a variety of water systems and wastewater pre-treatment devices; interprets and explains cross-connection and water-quality regulations; reviews and interprets blueprints, plans, and manufacturers' manuals pertaining to commercial and industrial complexes.

When assigned Water Production Responsibilities:

- Submits required reports to the California Department of Public Health (CDPH), (State Water Resources Control Board) and other regulatory agencies as required.
- Assumes responsibility for water production activities and operations within the Water Production.
- Monitors and reports the amount of water being produced and treated.
- Analyzes and recommends operational procedures and preventive maintenance.
- Ensures regulatory compliance of water filtration systems and RO systems; maintains awareness of changes in regulatory requirements and implements changes into operations.
- Oversees contract services and installation of equipment to operate the plant/facilities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water treatment system operation.
- Plans the timely requisitions of supplies, materials, and equipment needed to perform assigned tasks; prepares and maintains records and reports as required.
- May act as Chief Plant Operator.

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 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.
- Basic principles and practices of budget preparation and administration.
- Principles, methods, and techniques for operating pumps, valves, electric motors, diesel and natural gas engines and electronic, computerized, and manual control systems, functions, and servicing requirements of the equipment used in a potable-water distribution system and water production facilities.
- Operations, services, activities, and basic legal requirements of a cross-connection control program.
- Operating characteristics of Ultrafiltration and RO system operation, plumbing, water system, and related devices, backflow devices and cross-connection control problems and their prevention.
- Applicable water supply and related distribution equipment and water production facilities, modern utility construction, installation, and repair methods, procedures, practices, and techniques.
- Principles, methods, practices, and techniques utilized in chemical, bacteriological, and biological analyses; safety regulations pertaining to the operation of a potable-water distribution system and water production facility.
- Relevant federal and state laws and regulations.
- District and mandated safety rules, regulations, and protocols.
- Technique 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, including modern, state-of-the-art SCADA (Supervisory Control and Data Acquisition) systems, Oracle, Maximo, COINS, Backtrack, Mapplet, and ArcGIS.

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.
- Assist with the preparation, administration, and monitoring of a division/department budget.
- Operate a variety of pumping, treatment, and control equipment and machinery; accurately read and interpret meters, gauges, valve books, blueprints, and schematic drawings; troubleshoot and run treatment plants; operate and maintain hand and power tools pertaining to the work.
- Prepare basic records and reports of work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- 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:

- 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 as an operator with a large, potable-water distribution system, ultrafiltration membrane and RO membrane technology.

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.
- California State Water Treatment Operator Certificate, Grade II; and a California State Water Distribution Operator Certificate, Grade IV.

In addition to requirements listed above, positions in this class that are assigned backflow and cross-connection responsibilities also require the following state certifications:

- Possession of a Cross-Connection Control Specialist Certificate issued by the American Water Works Association and a valid Riverside County Certificate for testing of backflow-prevention devices; and
- Recycled-Water Site Supervisor Certificate.

Positions assigned to the water production facilities also require the following certification:

- Possession of California State Water Treatment operator Certificate, Grade IV, Grade V preferred.
- Possession of California State Water Distribution operator Certificate, Grade III.

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 perform work in the field related to a water distribution system; strength, stamina, and mobility to perform medium to heavy physical work, to work in confining spaces, around machines and to climb and descend ladders, and to operate varied hand and power tools and equipment; vision to read printed materials, a computer screen, and to operate a motor vehicle and visit various District sites; 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 and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

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 also 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, and hazardous physical substances and fumes. 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: Water Operations 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 Water Operations 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: _____