

# CHIEF WATER OPERATOR

Approved: July 2016

FLSA: Non-exempt

Unit: AFSCME



<b>Definition</b>
Under general direction, supervises, develops, and directs the work of staff performing difficult and complex technical and administrative support related to all programs and activities of the City's water distribution division; assists with long- and short-term project planning and overseeing the design, construction, maintenance, and operations of water utility systems, facilities, and related appurtenances and other programs; works with technical and engineering staff to monitor and maintain water quality in accordance with State requirements; coordinates assigned activities with other City departments and outside agencies for services such as meter reading and repair; provides complex and responsible support to the Public Works Director and Public Works Superintendent, and others in areas of expertise; and performs related work as required.
<b>Supervision received and exercised</b>
Receives general direction from the Public Works Superintendent or assigned manager. Exercises direct supervision over technical and maintenance staff.
<b>Class characteristics</b>
This is the full supervisory-level class in the City's water distribution division. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of water quality, maintenance, and operations staff either directly or through lead workers. Incumbents are expected to independently perform the full range of water quality, maintenance and operations duties. Performance of the work requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Public Works Superintendent in that the latter is a management classification and has management responsibility for citywide public works maintenance and operations.
<b>Examples of typical job functions (illustrative only)</b>
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. <ul style="list-style-type: none"><li>• Plans, organizes, assigns, supervises, and reviews the work of staff assigned to the water distribution systems and facilities; administers customer service field work, maintenance, lab testing and quality control, cross-connection control, and hydrant and main line valve exercising programs.</li><li>• Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures.</li><li>• Evaluates employee performance, counsel employees, and effectively recommends initial disciplinary action; assists in selection and promotion.</li><li>• Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.</li><li>• Monitors operations and activities of the water distribution work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.</li><li>• Determines and recommends equipment, materials, and staffing needs for assigned operations, projects and programs; participates in the annual budget preparation; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.</li><li>• Plans and lays out maintenance work projects; reviews and distributes work orders; monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for equipment procurement; participates in the bid process for maintenance and repair projects.</li><li>• Monitors the Supervisory Control and Data Acquisition (SCADA) system for operational efficiencies and effectiveness ensures SCADA is properly monitoring and serving water operations; makes adjustments as needed.</li><li>• Reviews water quality and operational data; analyzes and evaluates data results; implements findings and takes corrective action, as necessary.</li><li>• Monitors contractors working with and around underground services to ensure the work is appropriately performed to code and does not damage, cover, or bury existing infrastructure such as meters and valves; addresses discrepancies as necessary.</li></ul>

- Supervises the use of and operation of tools, equipment and vehicles; ensures that tools, equipment and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Ensures and coordinates the maintenance and repair of City water meters
- Directs, coordinates, and oversees the maintenance and repair of water distribution main and lateral lines; monitors the preventive and corrective maintenance of all related equipment and facilities, including scheduled and emergency water service shutdowns.
- Inspects work in progress and completed work of assigned employees and contractors for accuracy, proper work methods and techniques, and compliance with applicable standards and specifications.
- Inspects assigned City facilities and systems for safety violations; ensures that safety procedures are followed and that safety equipment is worn; makes periodic safety presentations to assigned staff.
- Assists in the construction, and field inspection processes for Capital Improvement Program projects and private developments to ensure contractors' and developers' compliance with City standards; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Performs the most complex water utilities maintenance and operations duties and provides technical assistance to crews.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problems.
- Oversees and reviews City Fire Flow program.
- Coordinates assigned services and activities with those of other divisions and outside agencies and vendors.
- Provides staff assistance to assigned manager; prepares and presents staff reports and other written materials; supervises the preparation and maintenance of related reports, records and files; ensures the proper documentation of operations and activities.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Oversees safety programs and training for the assigned functional areas and work groups; assists in action planning for safety programs; implements and monitors risk management plans regarding hazardous materials; responds to workers' compensation issues.
- Answers questions and provides information to the public; investigates inquiries; recommends corrective actions to resolve issues; may provide public outreach.
- Attends department, City, and other relevant meetings as required.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

### 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 water utilities maintenance and operations program development and administration.
- Principles, practices, equipment, tools, and materials of water utilities maintenance and process control.
- Applicable Federal, State and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Basic principles and practices of budget and capital improvement program development, administration and accountability.
- Principles and practices of contract administration and evaluation.
- Safety principles, practices, and procedures of water utilities systems and facilities, including related equipment and hazardous materials.
- Basic hydraulics and mathematics.
- The operation and maintenance of a variety of hand and power tools, vehicles and power equipment.
- Modern office practices and methods, including computer equipment and specialized software programs relevant to work performed.
- English usage, grammar, spelling, vocabulary and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

#### Ability to

- Participate in developing and implementing goals, objectives, practices, policies, procedures and work standards.

- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct water utilities and related maintenance and operations activities.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State and local policies, procedures, laws and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Perform the most complex maintenance and operations duties and operate related equipment safely and effectively.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, procedures and other written materials.
- Establish and maintain a variety of manual and computerized files, record-keeping and project management systems.
- Read, interpret, retrieve and produce drawings, blueprints, maps and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Safely and effectively use and operate hand tools, mechanical equipment, power tools, vehicles and equipment required for the work; perform routine equipment maintenance.
- Make accurate arithmetic calculations.
- Cooperatively and effectively work with other crewmembers in a team environment.
- Operate modern office equipment including computer equipment and specialized software programs relevant to work performed.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### **Education and experience**

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to a completion of a two-year degree with major coursework in chemistry, biology, bacteriology, natural sciences or a related field.
- Five (5) years of increasingly responsible experience in water quality control, water distribution, and/or water treatment, including two (2) years of lead or supervisory experience.

#### **Licenses and certifications**

- Possession of a valid California Class C driver's license by time of appointment.
- Possession of, or ability to obtain, a valid Backflow Device Tester Certificate issued by the AWWA.
- Possession of a valid Grade III Water Distribution Operator Certificate issued by the California State Water Resources Control Board (SWRCB).
- Possession of a valid Grade II Water Treatment Operator Certificate issued by the SWCRB may be required if treating water.

#### **Physical demands**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in and around water utilities systems and related facilities; strength, stamina, and mobility to perform light to heavy physical work, to work in confined spaces, around machines, to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle and visit various City and meeting sites; vision to read printed materials and a computer screen; 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 tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 80 pounds, or heavier weights with the use of proper equipment.

**Environmental elements**

Employees partly work in an office environment and partly work in and around public works infrastructure and utilities, 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, and contractors in interpreting and enforcing departmental policies and procedures.

**Working conditions**

Required to be on-call and to work various shifts or emergencies on evenings, weekends, and/or holidays.