

**KINGSBURY GENERAL
IMPROVEMENT DISTRICT**

JOB DESCRIPTION

UTILITY OPERATIONS SUPERINTENDENT

Reports To: General Manager

FLSA Status: Exempt

Safety Sensitive: Yes

Created: March 2022

Revised: January 2024

DEFINITION: Under direction of the General Manager, is responsible for the safe and efficient performance of service delivery of all field operations, including the supervision, delegation, scheduling, recording, reporting, maintenance, repair, construction, inventory, testing and inspection of all projects and duties necessary and related to field operations whether performed with inhouse or contracted personnel. Works closely with other managers within the district to ensure coordinated delivery of administration and services.

DISTINGUISHING CHARACTERISTICS: This is a mid-management supervisor class and characterized by its responsibility for field supervision. Incumbents perform direct supervision over field operations ensuring that the district is compliant with State and Federal Regulations pertaining to water, wastewater, road maintenance and stormwater.

Additionally, incumbents will draft reports, prepare, plan, and provide recommendations for the General Manager's approval. Utility Operations Supervisor class differs from the General Manager class in educational requisites and that the supervisor is limited, trades based and field oriented while the latter is encompassing and responsible for the entire operations and administration of the district, as well as external relationships. Requirements may include evening and weekend hours and response to emergency situations.

ESSENTIAL FUNCTIONS (*Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions.*)

- Provides direct supervision for all aspects of service delivery in the field including the supervision, training, evaluations, and compliance for field activities.
- Communicates effectively providing excellent customer service to district customers, service to District customers, business partners, and coworkers.
- Coordinates project management and/or direction for capital improvement projects to ensure that projects are designed and constructed in a timely manner, have the least possible negative impact on customers, and accomplish the intended purpose in accordance with district and regulatory agency standards.

- Makes recommendations for selection, ensures adequate training, schedules, and supervises full-time, seasonal, and part-time employees engaged in maintaining and repairing district's water and wastewater systems, roads, meter reading, other related construction activities, meter testing, cross connection control, warehouse inventory, and purchasing in accordance with the organization's policies and applicable laws; responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving issues with internal and external customers.
- User CMMS for management of people and resources ensured, service calls, preventive maintenance and scheduled maintenance/calibration occur and captures usable data for measurement.
- Develops and administers the safety program and serves as safety manager and emergency response coordinator by reviewing the program yearly and updating it as necessary by staying current on important safety issues, scheduling training as needed, coordinates and instructs operation and safety techniques for use of power tools and equipment. Maintaining up-to-date safety records and filing all required safety reports as prescribed by law and district policy to maintain a safe work environment and to comply with all related laws.
- Confers with and assists contractors, government agency representatives (e.g., County, Nevada Department of Environmental Protection, Nevada Department of Transportation), and other utility providers (e.g., gas, electric, telephone, cable), to coordinate projects affecting district's systems.
- Evaluates operational performance and review work methods and procedures, developing changes in work processes, workflow, and/or equipment used to promote efficient operations.
- Drafts for approval by General Manager "Standard Operating Procedure" manuals.
- Organizes and maintains records such as time sheets, cost reports, customer service reports, activity reports, etc.; prepares monthly reports for the General Manager.
- Serves as management point of contact for customer requests, inquiries, and complaints; evaluates requests et al. and assigns appropriate staff for response and/or resolution.
- May participate in special projects for an extended period, such as capital improvement work.
- Ensures annual inventory is conducted and reconciled with prior years.
- Supports the General Manager in general decision-making by obtaining or developing information and preparing clear and concise reports which review, analyze, and make recommendations on subjects relevant to district operations.
- Reviews and approves all invoices related to utility operations.

- Drafts water and sewer connection permits as required by policy/statutes; and reviews applications for, and issues construction permits in a timely manner.
- Ensures customer issues are addressed promptly, courteously, and effectively and making service a priority to meet the needs of the district's customers.
- Updates district GIS asset management system relative to waterlines, meter sizes and locations, locations of easements, sewer collection lines and appurtenances, and storm water collection lines and structures.
- Recommends annual operating budget for assigned area of responsibility; monitors and controls budgets utilizing a computerized financial accounting system.
 - Works with General Manager to:
 - Interpret district's short and long-term goals, and
 - Develop business plans to accomplish the implementation of the district's goals and objectives.

QUALIFICATIONS FOR EMPLOYMENT:

Experience and Training

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:

- Associate degree and/or degree a field study associated with Civil Engineering and/or Construction Management is preferred, OR
- Six (6) years of increasingly responsible experience in the operation and maintenance of water treatment and distribution systems, two (2) years of which must be in a supervisory or lead capacity, wastewater collection experience desirable.

Required Certifications and Licenses:

- Valid Class A or B Commercial Driver's License
- Grade III certification in Water Distribution acceptable to the Nevada Bureau of Safe Drinking Water
- Grade III certification in Water Treatment acceptable to the Nevada Bureau of Safe Drinking Water
- Grade I certification in Wastewater Collection from Nevada Water Environment Association (NWEA) or equivalent certifications from the district's approved list or the ability to secure such certification within one year.

Knowledge of:

- Knowledgeable of materials, tools, procedures, and equipment used in the installation, operation, and maintenance of water lines, pump stations, telemetry systems, meters, chlorination, ozone treatment, and other related equipment and treatments, aware of occupational hazards and safety precautions of the work.
- Budgets principles and practices.
- SCADA operations.
- CMMS practices and use of automated tools for work management, budget, and resource management.
- Types and level of maintenance, repair, and construction activities generally performed in a water, wastewater, and vehicle maintenance program.
- Occupational hazards and standard safety precautions necessary in the work as outlined in the district's Injury and Illness Prevention Plan as required by SB198.
- Principles of supervision, training, and performance evaluation.
- Proper leadership, motivation, and conflict resolution for supervisory role.
- Emergency response and hazardous material protocols, procedures, documentation, etc.
- Understanding of the basic elements of civil engineering related to water production, storage, and distribution, well operations and road maintenance. Other types of utilities located within the public right of ways such as electrical, gas, telephone, cable, telephone, and data communications.
- Basic mathematics include some Algebra and Geometry.
- Pertinent federal, state, and local laws, codes, and safety regulations.
- Skill in operation of tools and equipment used in utility and road maintenance operations.
- Working knowledge of computers and computer software such as word processing, spreadsheets, and inter-relational databases; modern office practices and procedures.

Skill to:

- Coordinate work assignments and resources within the CMMS.
- Deliver and develop training programs.
- Write effectively.
- Skills to compute probability and statistical inference, and ability to apply concepts such as fundamentals of plane and solid geometry and trigonometry, fractions, percentages, ratios, and proportions to practical situations. Skill to calculate monthly rental rates and work order charges and ability to prepare and propose allocations for charges using financial accounting software.
- Make public presentations as required.

Ability to:

- Read, analyze, and interpret geotechnical procedures, or governmental regulations. Skill to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from employees, managers, contractors, customers, and the public. Skill to read, understand and interpret construction plans and specifications.
- Plan, assign, and delegate work to appropriated personnel; supervise the work of others; set safety and performance standards and to inspect against those standards; knowledge of and ability to follow technical instructions and specifications and to apply the information to the water system; communicate clearly and concisely, orally, and in writing; estimate time and costs of projects; establish and maintain effective relationships with district personnel, regulatory agencies, and the public.
- Define issues, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form.
- Ability to deal courteously and efficiently with the public.

Physical, Mental, and Intellectual Requirements

The physical, intellectual, and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

- Strength, dexterity, and coordination to use tools; the ability to communicate via telephone and in person; taste and smell to detect airborne chemicals; frequent standing, walking, sitting, reaching with hands and arms, stooping, kneeling, and crouching. Vision abilities include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally requires climbing, crawling, or balancing, regularly lifting and/or moving up to fifty (50) pounds without assistance. Occasionally lifting and/or moving up to one hundred (100) pounds with the assistance of other personnel or equipment.
- Managing multiple priorities and addressing customers and employees in dynamic or stressful circumstances.
- In compliance with applicable disability laws, reasonable accommodation may be made for some of these physical requirements for otherwise qualified individuals who require and request such accommodation. Incumbents and individuals are encouraged to discuss potential accommodations with the district.

Working Conditions

Work is performed under the following conditions:

- Frequently working outdoors in varied inclement weather conditions and temperature extremes; exposed to noise, fumes, dust, toxic chemicals, and moving mechanical parts. Occasionally required to work in confined spaces and exposed to high, precarious places, risk of electrical shock, and vibration. May be required to work long hours, different shifts, on-call assignments, stand-by, and rotating weekend duty.

- Must be regularly available for timely response to the district in accordance with state and district requirements for the responsible person in charge of the water system.
- The noise level in the work environment ranges from moderate to loud. Frequent interruptions to planned work activities occur.

EMPLOYEE'S ACKNOWLEDGEMENT: I acknowledge that I have read the above job description and have received a copy for my records.

Employee's Signature

Date Signed