

JOB DESCRIPTION
Field Services Supervisor
Code Number: 36002

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

Incumbents of this class provide first-level supervision, technical assistance and training to an assigned staff of maintenance and construction personnel. Incumbents are responsible for formulating and developing assigned unit goals and objectives as related to division goals, supervising assigned personnel and directing day-to-day activities. Duties and responsibilities are carried out with considerable independence within the framework of established policies, procedures and guidelines. Work and results are reviewed through field inspection and analysis of records, reports and completed work orders.

The class is distinguished from the lower class of Utility Crew Leader in that it is a full first line supervisor. It can be further distinguished from the higher class of Field Services Manager by that classification's managerial and administrative responsibilities.

ESSENTIAL 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 the class.

Participates in the selection and training of personnel in an assigned work unit; establishes work priorities and routines and assigns work to unit personnel.

Plans and evaluates the performance of assigned personnel; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; subject to management concurrence, takes disciplinary action to address performance

deficiencies in accordance with District personnel rules, policies and labor contract provisions.

Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives and values.

Schedules, coordinates and supervises the work of crews engaged in the construction, installation, repair, maintenance and servicing of water and reclaimed water distribution systems and their related appurtenances; prepares budgetary estimates of the staffing, material and equipment requirements for projected activities.

Will work closely with the Maintenance Scheduler; provides technical assistance to staff.

Inspects and evaluates work being performed to assure District standards are met; identifies problem areas and directs remedial action.

Personally responds to inquiries and complaints from the public; attends meetings with other departments and District staff and concerned organizations.

Resolves a variety of routine personnel administrative matters.

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.

Responsible for carrying out the District's safety program; insures subordinates follow safety policy in work methods and procedures; enforces proper safety precautions while working in dangerous situations (i.e., fire safety, chemicals, etc.); educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.

Requisitions necessary tools, supplies, materials and equipment.

Develops, reviews and updates written maintenance instructions and schedules.

Responds to emergency situations as necessary.

Ensures the timely completion of planned preventive maintenance programs.

Coordinates the section's activities with the 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.

Performs related duties as assigned.

BALDRIGE RELATED DUTIES

Supports and promotes the application of Malcolm Baldrige 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.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Methods and equipment used in water and reclaimed water distribution system construction, maintenance and repair work; safety practices, safe work methods and safety regulations pertaining to the work; computer applications related to the work; codes, ordinances and regulations pertaining to the work; relevant state and federal regulations; the District's personnel rules, policies and labor contract provisions; office and records management practices and procedures; principles and practices of sound business communication; principles and practices of effective supervision; understand, interpret, explain and apply District, local, state and federal laws and regulations applicable to areas of responsibility; establish and maintain effective working relationships with District managers, staff, contractors, consultants, vendors and others encountered in the course of work; District personnel rules, policies and labor contract provisions.

Ability to:

Plan, organize, estimate, coordinate, assign, review and evaluate the work of others; select, motivate, and evaluate staff and provide for their training and development;

read and interpret plans, specifications and manuals; develop and implement goals, objectives, policies, procedures, work standards and internal controls; exercise sound independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management and staff; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external.

Baldrige Based Knowledge and Abilities

Knowledge of:

Principles of managing 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:

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.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and six years of increasingly responsible experience in water distribution system construction, maintenance and operations, four of which are at a lead worker level; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

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

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear; walk or sit; lift and/or move up to 50 pounds and occasionally lift and/or move up to 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; deal with changing, intensive deadlines; and interact with officials and the public. The employee is occasionally required to deal with dissatisfied or quarrelsome individuals.

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.

The employee frequently works in extreme outside weather conditions, near moving mechanical parts, in precarious places and is exposed to wet and/or humid conditions, vibration and street/road traffic. The employee is frequently exposed to fumes or airborne particles, toxic or caustic chemicals, sewage, and risk of electrical shock. The noise level in the work environment is frequently loud.

FLSA DETERMINATION: Meets executive exemption from overtime.