

**COMMUNITY SERVICES DEPARTMENT
WATER SECTION
OPERATIONS SERVICES SUPERVISOR**

GENERAL DUTIES: Under the general supervision of the Operations Services Manager, plans and coordinates the activities of the Water Section; supervise personnel engaged in maintenance and installation of the water system. The City of Gilroy supports cross-training in other field operation areas, therefore, may perform work in support of the Landscape Section and/or Streets, Sewer and Trees Section as assigned.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules, and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Plan, organize, lead and monitor Water Section activities, including installing and maintaining water meters, fire hydrants, pumps, wells, reservoirs and related telemetry, pressure regulation and water treatment equipment.
2. Oversee drinking water system chemical testing and reporting procedures, and insure that instrumentation, controls, generators, alarms and flow meters are accurate and operating at all times.
3. Stay current on all regulations affecting the Water Section and coordinate all water testing, reporting and related activities.

4. Determine priorities, methods and sequences of work necessary to achieve objectives; assign personnel, material and equipment in accordance with priorities and needs.
5. Inspect work in progress and upon completion to insure compliance with standards; inform higher management level of work in progress, operating problems, and actual or potential delays.
6. Apply City and departmental policies, procedure rules and regulations pertaining to the work and to the work group; prepare work appraisals and discuss performance evaluations; initiate official disciplinary actions as necessary; identify and/or resolve subordinate issues.
7. Carry out and participate in a variety of information collection activities, such as interviewing prospective employees, and fact-finding pertinent to budget needs, disciplinary action, performance evaluations, subordinate complaints and operating problems.
8. Assist in the preparation of annual budget justifications for changes in personnel, financial and material resources by preparing appropriate written input, and control expenditures by applying policy pertaining to purchases, vacation, overtime and sick leave usage.
9. Is responsible for coordinating regular safety training and the maintenance of safe working conditions, good housekeeping practices and the use of safe work practices by subordinates.
10. Coordinate with other City work units and outside contractors; assist in the determination of the need for use of outside contractors and in the determination of the compliance of their work with specifications.
11. Respond to questions, complaints and emergency calls from the general public and take appropriate courses of action.
12. Direct and participate in the maintenance of necessary records and prepare periodic activities reports.
13. May perform work, and/or cross train in support of the Landscape Section and/or Streets/Sewer/Trees Section, as assigned.
14. Perform other related work as assigned.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Must exhibit a high degree of inter-personnel skills.
2. Sufficient skills to operate a personal computer.
3. Sufficient skills to operate a variety of equipment associated to the repair and/or replacement

of water distribution systems.

KNOWLEDGE: Knowledge of:

1. Methods, equipment, materials and techniques used in the extension, repair and maintenance of water mains, services and meters.
2. Regulatory requirements and procedures for water testing and reporting.
3. Supervisory Control and Data Acquisition (SCADA) system monitoring program.
4. Safe work practices, and applicable laws and regulations including rules, regulations, laws, and practices required by CAL OSHA and CAL EPA in the safe performance of work.
5. Principles of supervision and training.
6. Customer service techniques
7. Report and letter writing.
8. Basic arithmetic, correct English usage, grammar, spelling and punctuation.

ABILITIES: Ability to:

1. Effectively plan, organize, direct and review the work of employees.
2. Acquire a thorough knowledge of the City water system, including location and function of wells, pumps, reservoirs, SCADA system, telemetry system, mains, and hydrants and related fittings.
3. Prepare budget requests, construction and maintenance cost schedules and specifications for equipment and vehicles used by the Water Section.
4. Read and interpret technical materials such as material and equipment specifications, blueprints, and maintenance and repair manuals.
5. Communicate effectively, both verbally and in writing.
6. Operate a personal computer using word processing and spreadsheet software.
7. Establish and maintain effective working relationships with supervisors, co-workers, other departments, outside agencies, and the general public.
8. As required, perform medium to heavy physical labor including lifting and carrying heavy objects.
9. Work out of doors for extended periods often under possible unfavorable weather conditions.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

When working in the office and in the field, the following items are used:

1. Computer, keyboard and monitor
2. Laser-jet or ink jet printer
3. Telephone
4. Copier
5. Calculator
6. Facsimile machine
7. Camera
8. Specialized computer software, including the telemetry system.
9. Handcart or dolly
10. Pager
11. Two-way radio
12. Safety goggles, gloves, hard-hat, shoes, earplugs, respirator, first-aid kit and safety vest
13. Meter reader and meter boxes
14. Chlorine barrel
15. Meter-reading interrogator
16. Leak detector
17. Chlorine machine
18. PH meter
19. Colorimeter
20. Confined space apparatus, tripod, oxygen sensor, body harness, hand crank, recovery wrench
21. Aerosol containers, muratic acid, hydrochloric acid, ascorbic acid, paint, thinners, etc
22. Broom and mop
23. Various hand tools such as rakes, shovels, dig bars, drills, crowbars, screwdrivers, pipe wrenches, hammers, electric drills, impact wrenches, etc.
24. Ladders and reservoir ladders equipped with a safety harness
25. Soil compactor
26. Cement mixer
27. Water pump, welder, cutting torch, auger, pipe threader, pipe cutter, and drill press.
28. Power tools, drill, saw, concrete saw, chain saw, chop-saw, trench snapper, circular saw, band saw, etc.
29. Air compressor, jackhammer, clay spade, impact wrenches, pneumatic nail gun, etc.
30. Traffic control barricades, cones, and signs
31. Automobiles, vans, trucks
32. Heavy equipment, loader, dump truck, sewer truck, water truck, roller, backhoe, forklift, hydraulic truck with tools and generators, sign board, light bars, etc.

PHYSICAL DEMANDS:

Under typical office and field conditions, employee will perform the following physical activities, which include using many hand tools and operating heavy equipment on a daily basis:

1. Sitting, when using vehicles and heavy equipment for transportation and work, etc.
2. Standing, during meter reading, traffic control, painting, laying asphalt, hydrant flushing, or when notifying residents of pending water shut-offs.
3. Walking, during meter reading, water shut-offs, traffic-control, painting, laying asphalt or

marking of U.S.A. locates.

4. Stooping, during meter reading, repairing and installing meters, service taps, while picking up painting stencils, setting up traffic control cones, etc.
5. Kneeling, when painting, repairing water lines, picking up stencils, etc.
6. Bending, when painting, repairing water lines, raking asphalt, shoveling, picking up stencils, marking U.S.A. locates, etc.
7. Climbing, when working in and on heavy equipment, or out in the field climbing reservoir ladders, or when painting.
8. Twisting, when watching for traffic, moving barricades/cones, shoveling and turning hydrant valves, etc.
9. Pushing/Pulling, when loading and unloading vehicles, raking asphalt, etc.
10. Lifting, meter boxes, barricades, cones, and unloading tools or equipment, etc.
11. Carrying, interrogator, hand tools, rakes, shovels, cones, stencils, radios, etc.
12. Dragging, while moving meter lids, hoses, concrete sacks, sand bags, etc.
13. Driving, while servicing City facilities, attending meetings, purchasing supplies, etc.
14. Speed, in meeting deadlines and using office equipment.

Under typical office conditions, employee performs similar physical activities but to a lesser degree, when handling files, books, binders, and boxes of work materials.

SENSORY DEMANDS:

Employees spend a majority of their time working outdoors. For safety reasons, employees are required to utilize all of these senses when working with light and heavy equipment and tools. Under typical office conditions, employees utilize these same senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, or adding machine.

1. Seeing, color vision is necessary when identifying color-coded signage, when painting and marking U.S.A. locates, etc.; hand signals are used when verbal communication is inaudible.
2. Hearing, employee must be able to listen for traffic, heavy equipment, and communication from others. Also necessary when performing hydrant flushing, leak detection, monitoring faulty equipment, etc.
3. Speaking, employee must be able to communicate with co-workers and customers and the public.
4. Touching/Feeling, employee must be able to differentiate between sharp, hot or cold objects, in order to prevent injury or an unsafe condition.
5. Smelling, employee must be able to differentiate between chemicals and gases.

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, approximately 25% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, concrete, etc.
3. Noise Level: Conducive to office settings with phones, copiers, air conditioning, radios, and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by wall heater, central heating and air conditioning units.
6. Dust or Fumes: Normal to high indoor levels associated with dust and odors from computer equipment, paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions, approximately 50% of the time.
2. Travel: Under varying conditions via automobile, from 25-50% of the time.
3. Flooring: Asphalt, dirt, mud, wood, concrete, carpeting, tile, linoleum, uneven surfaces, etc.
4. Noise Level: Varying low to high levels due to trucks, chainsaws, chop-saws, rollers, and in general, heavy to light street traffic.
5. Lighting: Conducive to day or night setting, but may also work in poorly lit areas such as below the ground in confined spaces such as utility vaults or open trenches.
6. Ventilation: Heating and air conditioning provided by a vehicle/truck. Normal to high, for exposure to extreme hot, cold or rainy conditions depending on the time of the year.
7. Dust or Fumes: Normal to high levels, from vehicle exhaust, propane, gasoline, concrete dust, asphalt dust, painting materials, etc.

HAZARDS:

When working in the field, mechanical, electrical or chemical exposure is low to high, depending on the specific work being performed. Employees working around heavy equipment must be aware of their surroundings to avoid injury to others or to avoid damage to unexposed electrical, gas or water lines.

Mechanical or electrical exposure is minimal when properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, or radio.

ATMOSPHERIC CONDITIONS:

Minimal to high exposure to vapors occurs due to chlorine, solvents, paint, vehicle exhaust, propane, acetylene, sewer gases and other materials.

Some exposure to fumes occurs in the Water office due to the close proximity of the parking lot area. Typical office exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Graduation from high school OR GED.

2. Six (6) years of experience in water system operation and maintenance, including two (2) years of supervisory experience at a leadworker level or higher.
3. Obtain or possess a Grade IV Water Distribution Certificate issued by the State of California within one year from the date of appointment.
4. Subject to weekend work, work on holidays, varied shifts, and recall on a scheduled and/or emergency basis.
5. Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s). Obtain and maintain a California Class A Driver License within one year from date of hire. May be required to obtain endorsements. Must participate in the Department of Transportation Drug and Alcohol testing program, which includes submission to random drug and alcohol testing.
6. Pass a post-offer medical examination, which includes a drug test.
7. Pass a Department of Justice criminal record check for employment.
8. Prefer non-tobacco user.