

**KINGSBURY GENERAL IMPROVEMENT DISTRICT
JOB DESCRIPTION
UTILITY OPERATIONS SUPERINTENDENT**

Reports To: General Manager
FLSA Status: Exempt
Prepared By: Cameron McKay
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DEFINITION: Under direction of the General Manager, is responsible for the safe and efficient flow 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. **In the General Manager's absence, may perform necessary administrative activities to ensure continued operation of the District.**

DISTINGUISHING CHARACTERISTICS: This is a mid-management supervisor class and is characterized by its responsibility for field supervision. Incumbents perform direct supervision over all field operations ensuring that the District is compliant with all State and Federal Regulations pertaining to water, ~~waste~~ **waterwastewater**, road maintenance and stormwater. The Utility Operations Supervisor class differs from the General Manager class in that the latter is responsible for the entire operations of the District. 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 excellent customer service to District customers, business partners, and coworkers
- Provides project management oversight 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 all District and regulatory agency standards
- Selects, trains, schedules, and supervises full-time, seasonal, and part-time employees engaged in maintaining and repairing District's water and wastewater pipeline system, meter reading, other pipeline-related construction activities, meter testing, backflow testing, 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 problems with internal and external customers.
- Develops and administers the safety program and serves as safety manager by reviewing the program yearly and updating it as necessary by staying current on important safety issues, scheduling training as needed, maintaining up-to-date safety records and filing all required safety reports as prescribed by law and District policy in order to maintain a safe work environment and to comply with all related laws.
- Coordinates and instructs operation and safety techniques for use of power tools and equipment. Develops and administers the safety program and serves as safety manager by reviewing the program yearly and updating it as necessary by staying current on important safety issues, scheduling training as needed, maintaining up-to-date safety records and filing all required safety reports as prescribed by law and District policy in order to maintain a safe work environment and to comply with all related laws.
- Confers with and assists contractors, government agency representatives (e.g., Douglas 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 pipeline systems

- Coordinates crew for service requests and Underground Service Alert markings
 - Evaluates operational performance and review work methods and procedures, developing changes in work processes, workflow, and/or equipment used to promote efficient operations.
 - Writes and reviews all "Standard Operating Procedure" manuals
 - Assists in performing inspections on commercial and residential construction and backflow testing if qualified.
 - 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 point of contact for customer requests, inquiries, and complaints; evaluates requests et al. and assigns appropriate staff for response and/or resolution.
 - Inspects and approves completed installations to authorize issuance of District Certificate of Occupancy.
 - 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
 - Reviews annual inventory and compare to prior year.
 - Supports the General Manager and Board of Trustees 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.
 - Provides contract administration for all contracted services provided by others,
 - Reviews and approves all invoices related to utility operations.
 - Issues water and sewer connection permits as required by policy/ statutes; and reviews applications for, and issues construction permits in a timely manner.
 - Ensures staff addresses customer issues promptly, courteously, and effectively by making excellent customer service a priority in order to meet the needs of the District's customers.
 - Monitors backflow program to ensure compliance
 - Prepares comparative water consumption reports for Board
 - Monitors state/federal prevailing wage reporting and compliance.
 - May participate in special projects for an extended period of time, such as capital improvement work.
 - Prepares and recommends annual operating and capital improvement budget for assigned area of responsibility; monitors and controls budgets utilizing a computerized financial accounting system.
 - Assists other District departments with capital improvement or construction projects, including equipment and operators for certain phases of construction; including planning, coordination, use of equipment and operators, supervision of construction activities, etc.
- Works with General Manager and Business/Contracts 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:

- Possession of a high school diploma or equivalency Associates degree and/or advance degree a field of 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, Skills and Abilities

Knowledge of:

Knowledge of methods, 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.

- SCADA operations.
- Budgets principles and practices
- 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
- Principles and practices of public agency: organization, administration, budget and personnel management
 - Hazards and accepted safety precautions in the construction trades and/or garage operations; Safe work, driving, and equipment operations practices
- Proper leadership, motivation, and conflict resolution
- Emergency response protocols, procedures, documentation, etc.
- Understanding of the basic elements of civil engineering as they relate to water production, storage and distribution, and well development.
- Other types of utilities located within the public right of ways such as electrical, gas, telephone, cable, telephone and data communications.
- Basic mathematics to include some Algebra and Geometry.
- Pertinent federal, state, and local laws, codes and safety regulations.
- Skill in operation of tools and equipment listed below.
- Working knowledge of computers and computer software such as word processing, spreadsheets, and inter-relational databases; modern office practices and procedures.

Skill to:

- Deliver and develop training programs;
- Write and revise policies and procedures
- 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 allocate charges using financial accounting software.

Ability to:

- Read, analyze, and interpret general business periodicals, professional journals, technical 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 general 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 problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form.
- Work in a self-directed work environment. Skill to use computer systems and applications including MS Word, Excel, Outlook and AutoCad. Ability to be self-motivated and maintain a high degree of initiative. Superior supervisory, organizational, analytical, recordkeeping and customer service skills; utility construction and vehicle operation training skills.
- 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 assistance of other personnel or equipment.
- 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