

CITY OF GLENDALE

TITLE:	Utilities Supervisor	CLASS CODE:	974
REPORTS TO:	Utilities Operations Superintendent	RANGE:	27
DEPARTMENT:	Water Services	FLSA:	E
JOB SPECIFICATION DATE: July 15, 2011 kad			

JOB SUMMARY

Plans, organizes and supervises the activities and staff of the water distribution, meter maintenance, transmission line maintenance, sewer maintenance, or customer service field divisions within the Water Services Department.

ESSENTIAL FUNCTIONS

1. Plans, organizes and supervises work crews in the construction, maintenance and repair of water mains, water valves, fire hydrants, water lines, meter vaults and boxes.
2. Plans, organizes, and supervises work crews working on sewer lines and manholes including roach pesticide dusting, chemical treatment and sewer line rodding.
3. Plans, organizes and supervises crews installing, testing, maintaining, repairing, and reading small and large water meters.
4. Inspects and monitors work to ensure quality, monitor material usage and compliance with applicable rules, regulations and engineering standards.
5. Initiates turning water services on and off for new, delinquent, illegal usage and vacating customers, and records information.
6. Reviews and explains water usage history with customers; negotiates payment arrangements; approves water and sewer fee credit adjustments.
7. Reviews, investigates and responds to high usage complaints and sewage flow studies.
8. Prepares work orders, estimates costs and completion dates of work projects.
9. Provides city engineering department with drawings of modifications made to utility systems.
10. Orders materials, parts, tools and equipment to maintain inventory for daily, emergency and projected future usage.
11. Develops or uses existing software programs to monitor and manage data for area of responsibility.
12. Interprets, explains and enforces federal, state, county and city laws, rules, directives and regulations on issues concerning OSHA, EPA, and ADEQ to maintain compliance.
14. Receives, investigates, and resolves complaints and problems from citizens, customers, contractors, inspectors and City departments; dispatches service over two-way radio.
15. Reviews proposed and final blueprint plans of capital improvement and other projects related to area of responsibility.
16. Prepares and monitors the budget in area of responsibility.
17. Interacts with hostile customers and the Police Department, and may appear in court on theft of water cases.
18. Routes new subdivisions and new meters being installed for reading purposes.
19. May assume duties of Water Services Superintendent in his/her absence.
20. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- Laws, regulations, ordinances and standards relating to area of responsibility
- Procedures, materials, tools, equipment, safety hazards, and precautions common to the assigned area of responsibility
- Supervisory practices and procedures
- Budget preparation and monitoring practices

Ability to:

- Plan, organize and supervise the activities of an assigned work area
- Effectively supervise, train and develop staff
- Estimate equipment, personnel and material needs
- Deal effectively with customers and the public in the resolution of complaints and provision of services
- Maintain records and prepare oral and written reports
- Operate a computer using database software
- Communicate effectively, verbally and in writing

WORKING CONDITIONS

Work requires some walking, bending and standing and exposure to heavy traffic and hazardous materials when inspecting work projects and supervising staff.

MINIMUM QUALIFICATIONS

Two years of college coursework with courses in wastewater collection and/or water distribution systems, and two years experience in public works construction, maintenance or repair work, including one year of lead supervision.

Any equivalent combination of training and experience which provides the required knowledge, skills and abilities is qualifying.

SPECIAL REQUIREMENTS

Applicants will be required to undergo drug testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment in accordance with the City of Glendale Substance Abuse policy

A valid Arizona driver's license

Water Distribution Supervisor: ADEQ Grade 3 Water Distribution System Operator Certification at time of application

Wastewater Collection Supervisor: ADEQ Grade 3 Wastewater Collection System Operator Certification at time of application and AZ Structural Pest Control Commission Pesticide Applicator license

Customer Service Field Supervisor: ADEQ Grade 2 Water Distribution Certificate at time of application and possession of ADEQ Grade 3 Water Distribution Certificate within six months of appointment