

TECHNICAL SUPERVISOR I/II

DEFINITION

Under general supervision, directs the daily activities of a utility division through appropriate delegation, technical skills, training, and/or work supervision; provides administrative, skilled, and technical expertise, and performs a variety of support tasks involving the operation, enforcement, maintenance, customer service, and problem resolution of City-wide water and wastewater systems and functions; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

This classification receives direct or general supervision from management staff within a framework of legal requirements, policies, and established standards protocols and processes, with independence of action to meet changing operational conditions. Provides direct supervision to various levels of plant operation, field maintenance, and/or technical staff.

CLASS CHARACTERISTICS

Class oversees day-to-day operations related to water and wastewater treatment, water distribution, wastewater collection systems, and laboratory analysis. Responsibilities require the frequent use of tact, discretion, and independent judgment as well as specific technical knowledge of federal, state, and local water quality, biosolids, and/or air quality regulations, as well as departmental and City activities. The work also requires the interpretation and application of policies, procedures, and regulations, and involves frequent contact with the public.

Technical Supervisor I plans, organizes, and performs specialized technical work and participates in the development and implementation of goals, objectives, and policies. This supervisory class is characterized by the handling of a reduced variety and complexity of assignments than the following classification.

Technical Supervisor II handles a higher range of assignment variety and complexity, is assigned an increased level of responsibility, and displays increasing professional/technical knowledge and skills than the preceding classification.

ESSENTIAL JOB FUNCTIONS (Illustrative Only)

- Plans, oversees, conducts, and evaluates the operation and maintenance of the City's potable water treatment and distribution systems including wells, potable water storage facilities, pump stations, treatment facilities, and distribution system piping; sewer lift stations and collection systems; wastewater treatment plant; or wastewater treatment plant laboratory.
- Provides factual information, guidance, or problem resolution regarding City and departmental activities and functions that may require the interpretation and explanation of policies, rules, procedures, and ordinances to staff or external organizations, agencies, and businesses related to area of assignment.

- Researches and resolves difficult service problems which include internal and external issues, applying rules, laws, ordinances, regulations, policies, and procedures, and appropriate judgment to meet service needs.
- Confers with department representatives, other agencies, and employees regarding administration and interpretation of department policies and procedures.
- Assists with the development of performance standards, operating procedures, and reporting systems.
- Ensures that the administrative and technical functions and daily operations of the department/division are effectively carried out.
- Compiles budget estimate information for staffing, supply, and equipment requirements for a work unit; monitors budget and expenditures for compliance with department goals and policies.
- Prepares a variety of special technical reports and studies.
- Informs management of departmental issues including present and potential work problems and suggestions for new or improved way of addressing such problems.
- Organizes and maintains various administrative, confidential, reference, and follow-up files, records, and databases; purges as required.
- Receives visitors and telephone calls; responds to written and verbal requests from a variety of agencies and organizations, City staff, and the public.
- Performs project research; may prepare and reconcile technical reports and documents; and performs other technical work related to water and wastewater activities.
- Conducts field inspections to evaluate compliance with City ordinances, State and federal laws, and other requirements, including suggestions for correcting non-compliance.
- Monitors changes in laws, regulations, and technology that may affect division operations; implements changes to policies and procedures after approval.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and materials to become and remain current on principles, practices, and new developments in assigned work areas.
- Provides input regarding long term performance goals associated with water and wastewater activities.
- May operate and maintain pumping and piping systems, including hydraulics, telemetry, valves, and related equipment.
- May perform specialized tests and analyses on raw and digested sludges and water, including tests for volatile and suspended solids, volatile acids, alkalinity, chlorides, biochemical oxygen demand, coliform MPN, and standard plate counts in performing difficult analyses.
- Screens and assigns workload.
- Plans, prioritizes, and assigns tasks and projects.
- Counsels, trains, and coaches staff, assists in developing performance standards.
- Monitors work, develops staff skills, and evaluates performance.
- Identifies training needs and provides training for staff.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic organization and function of public agencies, including the role of an elected City Council.

- Federal, state, and City codes, regulations, policies, agreements, technical processes, and procedures related to the City and its public utilities.
- Operation, cleaning, and maintenance of water distribution systems, wastewater collection systems, treatment plants, and/or laboratories and related equipment.
- Supervisory principles and practices, including work planning, assignment, review, and evaluation.
- Applicable laws, rules, and regulations.
- Standard office administrative practices and procedures, including the use of standard office equipment.
- Business letter writing, techniques for preparing informational materials, and the standard format for reports, correspondence, and other written materials.
- English usage, spelling, grammar, and punctuation.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Research, reporting, and records management principles and practices.
- Business arithmetic and basic statistical techniques.
- Occupational safety and health rules and regulations including safety equipment and practices related to the work, including the handling of hazardous chemicals.
- Techniques for providing a high level of customer service to the public, representatives of other agencies, and City staff.

Skill in:

- Providing varied and responsible work requiring the use of independent judgment, tact, and discretion.
- Interpreting, applying, explaining, and implementing policies, procedures, and technical processes.
- Leadership, coordinating staff, and delegating tasks.
- Troubleshooting maintenance problems and determining materials and supplies required for repair.
- Reading and interpreting construction drawings and specifications.
- Conducting standard chemical and physical tests of water, wastewater, and related materials.
- Collecting, compiling, analyzing, and summarizing varied information; proposing and considering alternatives, and reaching sound conclusions.
- Effectively representing the department and the City in meetings with community groups and various business, professional, educational, regulatory, and legislative organizations.
- Using English to communicate effectively both verbally and in writing
- Compiling information from varied sources and preparing accurate records and reports.
- Composing correspondence, informational materials, and reports independently or from brief instructions.
- Making accurate arithmetic and statistical calculations.
- Using initiative and independent judgment within established policy and procedural guidelines.
- Organizing own work, initiating processes, coordinating projects, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Establishing and maintaining a records management system.
- Taking a proactive approach to customer services issues.
- The use of standard computer software including word processors, spreadsheets, and databases.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Laboratory Supervisor:

Requires either:

- A bachelor's degree from an accredited four-year college or university in chemistry, biochemistry, biology, microbiology, environmental engineering, sanitary engineering, chemical engineering, or natural or physical science, and three years of experience in the analysis of chemical, biological, or microbiological samples in an environmental laboratory; or
- A Grade II California Water Environment Association (CWEA) Laboratory Analyst certification or a Grade II CA-NV/American Water Works Association (CA-NV/AWWA) Water Quality Analyst certification.

A master's degree in chemistry, biochemistry, biology, microbiology, natural or physical science, environmental engineering, sanitary engineering, or chemical engineering may be substituted for one year of the required experience; a doctorate in chemistry, biochemistry, biology, microbiology, natural or physical science, environmental engineering, sanitary engineering, or chemical engineering may be substituted for two years of the required experience.

All other Technical Supervisors I:

Equivalent to graduation from high school and four years of skilled operations and/or maintenance experience of facilities and/or equipment.

Technical Supervisor II:

Equivalent to four years of experience as a Technical Supervisor I and two years of increasingly responsible experience in a related field, including two years in a supervisory or lead capacity. Equivalent to an associate degree from an accredited college, university, or trade school in a field related to the work assigned is desired.

Supplemental education in supervisory or business coursework along with experience in dealing with the public, working in a public agency setting and in working in an organization that will have provided a knowledge of the departmental function to which assigned is desirable.

Licenses and Certifications:

Must possess a valid California Class C driver's license and have a satisfactory driving record.

Laboratory Supervisor: See education and experience listed above.

Wastewater Collections Supervisor: Must possess a Grade III Wastewater Collection System Maintenance certification.

Water Distribution Supervisor: Must possess a Grade II Water Treatment certification and Grade IV Water Distribution certification.

Water Quality Supervisor: Requires the possession of or the ability to obtain a Grade II Water Treatment certification and Grade III Water Distribution certification within one year of appointment.

Wastewater Chief Plant Operator: Must possess a Grade IV Wastewater Treatment Operator certification.

Water Chief Plant Operator: Must possess a Grade III Water Treatment certification and a Grade IV Water Distribution certification.

Physical Demands:

Must possess strength, stamina, and mobility to work in a water/wastewater treatment plant and/or field and office settings and to use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and a two-way radio. Must possess mobility to work in a standard shop setting and use power and hand tools and equipment; mobility to inspect various field sites; physical stamina to perform maintenance repair work, work on uneven terrain, and lift and carry equipment and materials weighing to 60 pounds unassisted, and heavier weights with assistance. May be required to wear a self-contained breathing apparatus and other safety equipment.

Other requirements:

Attendance at off-hours meetings and response to off-hours emergencies may be required. May be exposed to inclement weather conditions, fumes, odors, dust, and potentially toxic chemicals and conditions.

Typical Working Titles included in this classification:

Technical Supervisor I:

Laboratory Supervisor
Wastewater Collections Supervisor
Water Quality Supervisor

Technical Supervisor II:

Water Chief Plant Operator
Water Distribution Supervisor
Wastewater Chief Plant Operator

This class description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the class change.