

DEPARTMENT OF WATER & POWER

Pumping & Customer Field Service Supervisor

DEFINITION

To plan, organize, supervise and participate in: the work of crews involved in the maintenance, construction and repair of water production systems; water meter reading activities, water meter maintenance needs, trouble-shooting and customer field service activities.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Water System Superintendent.

Exercises direct supervision over assigned pumpers, meter technicians and trouble-shooters.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

Plan, prioritize, assign, supervise and review the work of staff involved: in water production system maintenance; repair and reconstruction activities; meter reading and maintenance activities; trouble-shooting and customer field service activities.

Provide supervision to water meter technician staff, assign routes and special duties; ensure that work is carried out in an appropriate manner according to DWP policies and procedures.

Supervise the Utility Technician II staff in their trouble-shooting activities. Support and provide assistance and relief/backup as required.

Evaluate operations and activities of assigned responsibilities, recommend improvements and modifications, prepare various reports on operations and activities.

Participate in the selection of staff, provide or coordinate staff training, work with employees to correct deficiencies and implement discipline procedures.

Answer questions and provide information to the public, investigate complaints and recommend corrective action as necessary to resolve complaints.

Participate in the full range of operations, maintenance, repair and construction duties, including performing the most difficult duties assigned to the work unit.

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Operate a full range of heavy and light equipment such as backhoes, loaders, overhead hoist and power tools.

Oversee the transfer of water, from zone to zone, check and maintain pressure regulators.

Check water facilities and equipment for needed maintenance and repairs.

Inspect the work of staff while in progress and provide advice and assistance as needed.

Take water samples for state health requirements and check and maintain reservoir levels.

Maintain time, material and equipment use records.

Requisition supplies and materials.

EXAMPLES OF DUTIES

Identify equipment needs for each assigned project.

Utilize proper safety precautions related to all work performed.

Perform work in emergency situations as required.

Perform related duties as assigned.

QUALIFICATIONS

1. Knowledge of:

Materials, methods, practices and equipment used in water systems operations, construction, maintenance and repair activities.

Types and level of maintenance and repair activities generally performed in a water systems operation, construction, maintenance and repair program.

Elements of construction technology as they relate to the assigned construction maintenance and repair activities.

Pumps, regulators, chlorinators and telemetry systems used in water production systems.

A variety of meters and meter equipment and their respective functions.

Methods, techniques, tools, equipment and materials used in the minor repair and installation of water meters.

Principles of personnel supervision and training.

Safe work practices.

2. Ability to:

Perform skilled maintenance, construction and repair work in the area of work assigned.

Operate a variety of vehicular and stationary mechanical equipment in a safe and effective manner in routine situations.

Work independently in the absence of supervision.

Interpret and work from sketches, penciled layouts and blueprints and prepare plans for minor projects.

Keep records and make reports.

Read and interpret blueprints and maps.

Supervise and train assigned staff.

Deal tactfully with the public.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

3. Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way would be as follows:

a. Experience:

Three years of increasingly responsible utilities system and meter operation, maintenance, installation and repair experience.

b. Training:

Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.

4. License or Certificate:

Possession of, or ability to obtain, a valid California Driver's License.

Possession of, or ability to obtain, a Grade II Water Certificate issued by the State of California.