

**WEST VALLEY SANITATION DISTRICT  
OF SANTA CLARA COUNTY**

**OPERATIONS SUPERVISOR**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION**

Under general supervision and direction, the Operations Supervisor manages and supervises the staff of the Operations Department and is responsible for all aspects of operation and maintenance of the District's sewer collection system and facilities; supervises, evaluates, and occasionally assists in the work of maintenance staff; responsible for review, evaluation, and problem solving of the most difficult and complex operation and maintenance challenges; reviews and evaluates operation and maintenance performance, implementation of regulatory or process changes, and assists the Director of Engineering and Operations in the development and management of the department budget; demonstrates a thorough understanding of all applicable regulatory requirements, policies, procedures, and work methods associated with assigned duties; coordinates activities with other Departments and interacts with outside Agencies, organizations, and the public; performs other related duties as required.

**DISTINGUISHING CHARACTERISTICS**

The Operations Supervisor is a supervisory level class within the Engineering and Operations Division with overall responsibility for supervising maintenance staff. The incumbent is considered an advanced journey maintenance class in which the incumbent has developed a superior level of knowledge, ability, and skill in the operation and maintenance of wastewater collection systems, including maintenance and repair methods, District maintenance equipment and procedures, and possesses an extensive working familiarity of the District collection system and service area. Under general supervision, incumbents exercise a high degree of independence, and expected to use sound judgement and initiative in the management of sewer maintenance, facility (building and grounds) maintenance programs, fleet maintenance, management of supply and service contracts, and employee safety and training programs. Incumbents also have an excellent working knowledge of District Ordinances and Policies, District Health and Safety Plans, District Sanitary Sewer Overflow and Backup Response Plan, and District Sewer System Management Plan. This classification is distinguished from the next lower classification of Senior Maintenance Lead Worker by the performance of the most difficult and complex assignments, responsibility for the supervision, review, and evaluation of work performed by all maintenance staff, overall management of programs and responsibilities

of the Operations Department, and providing technical support to the Director of Engineering and Operations.

### **SUPERVISION RECEIVED AND EXERCISED**

The Operations Supervisor receives supervision and general direction from the Director of Engineering and Operations and or the District Manager and Engineer. Incumbents exercise direct supervision over all maintenance and assigned staff.

### **EXAMPLES OF ESSENTIAL FUNCTIONS**

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

- Plan, organize, prioritize, direct, supervise, monitor, review, and evaluate all work programs and assigned projects of the Operations Department.
- Regular use of District's computerized maintenance management software (CMMS), field integration software, and geographic information system (GIS) mapping to issue maintenance work orders, maintain and extract asset information, monitor and evaluate maintenance programs, department performance, and department goals and objectives.
- Operate a variety of vehicles and equipment including: service trucks with trailers, forklifts, skid loaders, jetters, high velocity cleaning/vacuum trucks, continuous rodding trucks, emergency generators and pumps, and others.
- Serve as a Legally Responsible Official (LRO) for the District, responsible for the accurate, complete, and timely notification, reporting, and certification of sanitary sewer overflows (SSO) to the California Integrated Water Quality System (CIWQS).
- Plan and organize technical training, health and safety training, testing, and new employee orientation training for maintenance staff (and where applicable, other District staff) in accordance with the District's Health and Safety Program; manage the District Competency Based Training (CBT) Program.
- Review and execute action items identified in the District's Health and Safety Program; investigate and correct safety issues, maintain safety related records, and conduct accident investigations.
- Manage and administer service, supply, and maintenance contracts; determine the need for materials, supplies, repairs, tools and equipment for proper operation.
- Prepare operational reports, drawings, compile data, generate graphs, and perform analysis and evaluations related to maintenance activities.
- Assist in the development, administration, implementation, and monitoring of the Operations Department budget, goals, procedures, and processes.
- Provide leadership, mentoring, and support for all staff in the Operations Department.
- Maintain positive and professional working relationships with representatives of community organizations, state/local agencies, District staff, and the public.
- Perform other related work as required.

### **WORKING CONDITIONS**

This position is primarily in an office working environment, but may also include occasional field working environment, that requires sitting, standing, walking on level and slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting, crouching, grasping and making repetitive hand movement in the performance of daily duties. The need to lift, carry and push/pull tools, equipment and supplies requiring lifting up to 75 pounds is required. Additionally, field responsibilities will require exposure to all weather conditions including wet, dry, hot, and cold. The incumbent may use chemicals which may expose the employee to fumes, dust and air contaminants. The nature of the work also requires the incumbent to climb ladders, use noise producing power tools and equipment, drive motorized vehicles and heavy equipment, and work in heavy vehicle traffic conditions. The need to regularly communicate via mobile phone and or two-way radio is also required. Office related duties will require extended periods sitting and keyboarding at a computer work station. The incumbent must be available to respond at any time to emergency assistance requests by maintenance staff.

A Physical Demand Analysis was performed for the Operations Supervisor position that identifies essential tasks related to this position. Specific strength and motion requirements have been identified in the Analysis for each essential task and establishes the physical demands that will be required of the incumbent. To qualify for this position, a functional capacity test will be administered to determine if the individual can meet the strength and motion requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Employees of the District are, by State and Federal law, Disaster Service Workers (CA Government Code, Section 3100). In the event of a declared emergency, any employee may be assigned activities that promote the protection of public health and safety, or the preservation of lives and property, either at the District or within the local community.

## **MINIMUM QUALIFICATIONS**

### **EDUCATION AND EXPERIENCE:**

Any combination equivalent to the education and experience requirements that provides the required knowledge, abilities, and skills necessary for the position is considered qualifying. A typical way of meeting the required minimum education and experience is to possess the equivalent of:

- An Associate's degree or two years of college level study in an area of study that includes 15 units of engineering, mathematics, physical science, computer science, or a closely related field.
- Successful completion of Kenneth Kerri, Operation and Maintenance of Wastewater Collection Systems - Volume I and Volume II Coursework within 6 months of hire.
- Eight years of work experience as a collection systems maintenance worker, two of which must be equivalent to that obtained as a District Senior Maintenance Lead Worker.

- A Bachelor's degree in an area of study in the areas of engineering, mathematics, physical science, computer science, or a closely related field may be used as a substitute for two years of work experience as a collection systems maintenance worker (no substitution for District Senior Maintenance Lead Worker experience).

**LICENSE OR CERTIFICATION:**

- Possession of a Class A or B California driver's license with tank endorsement.
- Possession of a Grade 3 CWEA Collection System Maintenance Certification.
- Obtain a Grade 4 CWEA Collection System Maintenance Certification within 12 months of hire.

**KNOWLEDGE, ABILITIES, AND SKILLS**

*(The following are a representative sample of the KAS's necessary to perform essential duties of this position.)*

**Knowledge of:**

- Principles and practices of administration, budget, and personnel management.
- Best practices, techniques, equipment, tools, and materials used in collection system operation and maintenance, construction, CCTV inspection and condition assessment, and repair of sanitary sewer systems and related collection facilities.
- Standard methods and procedures for pumps and pump station maintenance, fleet maintenance, and equipment maintenance
- Maintenance and operation of commercial buildings and their support systems (roofing, lighting, HVAC, plumbing, electrical, etc.), and yard facilities (drainage, landscaping, site lighting, above ground fuel storage facility, fuel management systems, security, etc.).
- Federal, state, local laws and regulations, District Ordinance, Policies, and Standard Specifications (Design Standards).
- Procurement methods and processes, cost control and inventory techniques, and the District Purchasing Policy.
- District Sanitary Sewer Overflow and Backup Response Plan, Pump Station Emergency SSO Emergency Response Plans, and Water Quality Monitoring Plan.
- Safe work practices and safety requirements in accordance with District Health and Safety Program, applicable Cal-OSHA General Industry and Construction safety orders and practices.
- District's Health and Safety Training Program and Competency Based Training (CBT) Program.
- State Water Resources Control Board General Waste Discharge Requirements for Sanitary Sewer Systems including the Monitoring and Reporting Program.
- California Integrated Water Quality System (CIWQS).
- District Sewer System Management Plan (SSMP).
- Computerized Maintenance Management Software (CMMS) specifically Lucity, field integration software, and geographic information system (GIS) mapping.
- Use of computers and basic software (Word, Excel, PowerPoint, Outlook).

- Map reading for pipeline construction, sewer systems, and other utility systems.
- Application of arithmetic, and basic statistics and algebra.
- English language, grammar, spelling, vocabulary, and punctuation.
- Business writing and report preparation.

**Skill and Ability to:**

- Provide leadership, supervision, guidance, and mentoring of maintenance staff to motivate, and increase their proficiency and professional growth.
- Safely and effectively perform in any maintenance worker capacity, including the operation and use of maintenance equipment and tools, that may be required for the successful completion of maintenance, repair, or response activities.
- Plan, execute, review, evaluate sanitary sewer system maintenance programs and recommend improvements to increase efficiency and productivity.
- Ensure that notification and reporting of sanitary sewer overflows (SSO) to the California Integrated Water Quality System (CIWQS) are accurate, complete, and timely. Review of each SSO event is thoroughly reviewed and evaluated to
- Manage, monitor, and evaluate maintenance and service contracts involving District building and grounds to maintain the facility in continuous working order, in a clean and orderly form, and to promptly address anticipated or observed maintenance issues.
- Manage, monitor, and evaluate supply contracts and supply ordering (fuel, janitorial and office supplies, sewer maintenance and construction supplies and equipment, etc.) to ensure that a proper supply quantities are always kept on-hand and available.
- Acquire equipment, supplies, tools, fleet, maintenance and service contracts through the solicitation of bids, when required and in accordance with District policies. When necessary, develop bid documents to clearly identify scope and terms of contract to obtain and evaluate bids as part of the competitive bidding process.
- Effectively use computers and a variety of technical and office software applications to run maintenance reports, investigate and analyze data, create letters, reports, graphs, databases, and spreadsheets.
- Observe, recognize, and determine safe and unsafe working conditions in the field and at District facilities and institute appropriate corrective measures as needed.
- Resolve challenging issues or situations when dealing with staff, the public, and other government agencies with professionalism, tact and diplomacy to reach mutually acceptable outcomes.
- Operate motorized vehicles, equipment, and tools, safely and responsibly.
- Provide a positive role model for maintenance staff demonstrating good character, commitment to duty, and professionalism and maintain positive working relationships with all District departments and staff.
- Communicate through both written and verbal forms in a clear, concise, and appropriate manner.
- Prioritize, organize, and complete multiple concurrent tasks within established timeframes.