



Fair Oaks Water District Job Description

POSITION TITLE: Operations Superintendent
DEPARTMENT: Operations
FLSA STATUS: Exempt
DIRECTLY REPORTS TO: Operations Manager
DIRECTLY SUPERVISES: Conservation, Field Customer Service Techs,
Customer Service Reps, IT/CS Administrator
Job Description Date: January 1, 2010
Annual Salary Range: \$71,800 - \$88,500

GENERAL STATEMENT OF JOB:

Under direction of the Operations Manager is responsible for management and supervision of the Conservation, Customer Service and Information Technology personnel. Responsible for development and administration of customer service operation and procedures. Responsibilities include scheduling and implementation of district special projects. Informs the Operations Manager and General Manager of problems encountered and takes remedial action and any other related duties that may be required.

ESSENTIAL FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Supervises the practices and policies of customer service and collections. Assist Operations Manager and customer service staff with development and review of customer relations and correspondence.
2. Reviews customer complaints, provides appropriate response and approves billing adjustments.
3. Fulfills the following responsibilities for Conservation, Customer Service and Information Technology: reviews applications for employment; assists in interviews of prospective employees; makes recommendations on hiring and placement and directs the training of new personnel; prepares daily and/or weekly and long-range schedules for personnel.
4. Responsible for District Security which includes distribution of keys and ID cards, monitoring of alarms systems and other security related duties. Develops an Emergency response plan for the District, provides necessary training to the District personnel for emergency response.

5. Performs the duties of Safety Coordinator as described in the District Illness and Injury Prevention Program Handbook; notes safety issues, reports, and regulations to the Operations Manager; promotes District safety and compliance at all times.
6. Attends Board meetings and other meetings as required.
7. Approves time cards, overtime and vacation requests; formally evaluates the work performance of subordinates annually, or more frequently as needed; recommends salary adjustments to the Operations Manager.
8. Conducts staff meetings and initiates training sessions.
9. Assists the Operations Manager and General Manager with long range planning of District Operations department functions.
10. Prepares and makes recommendations for the budget of departmental expenditure requirements, including personnel, equipment, and projects.
11. Trains and updates management and employees on all new CalOSHA/FED OSHA regulations and procedures.
12. Knowledge of basic principals used in the design of water systems
13. Knowledge of irrigation and conservation practices and technologies.
14. Knowledge of general principles, practices and procedures of government/public billing practices
15. Knowledge of general principles, practices and procedures of customer service including public outreach
16. Performs "on call" duties during off-hours of operation as needed.
17. Maintain a high level of confidentiality with discretionary knowledge.
18. May work overtime as required without additional compensation
19. Adheres to all policies, procedures & standards of FOWD and pertinent federal, state, local laws relating to position functions.

MINIMUM TRAINING AND EXPERIENCE:

- Graduate of an accredited four-year College or University with two years experience in a related field
- Four years progressive experience in customer service, conservation and water system operation
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

SPECIAL CERTIFICATES:

- California Distribution Operator Grade III
- California Water Treatment Plant Operator Grade II
- Valid California Driver's License Class B or higher.

PHYSICAL REQUIREMENTS:

- Manual labor requiring continuous bending, kneeling, lifting and use of manual and power tools.
- Travel regularly by vehicle for District related duties and activities.

- Exert considerable physical effort in moderate to heavy work involving stooping/kneeling, pushing/pulling, fingering/feeling, climbing/balancing and lifting/carrying.
- Operate various types of machinery and equipment such as the drill press, tapping machine, grinder, compactor, boring machine, hydraulic pump, jackhammer, pipe locator, and spade.
- Differentiate between and perceive color, sound, smell, taste, and form.
- Operate a variety of automated office machines.
- 20/20 sight preferred or equivalent using corrective lenses as necessary.
- Ability to hear low tones or directions over loud noises.

ENVIRONMENTAL ADAPTABILITY:

- Work both indoors and outdoors, during all types of weather.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print): _____

Signature: _____

Date: _____

Supervisor Name (Please Print): _____

Signature: _____

Date: _____

General Manager: Tom R. Gray

Signature:

Date:
