



## Fair Oaks Water District Job Description

### Maintenance Supervisor

DEPARTMENT: Operations and Maintenance  
FLSA STATUS: Exempt  
DIRECTLY REPORTS TO: Operations Superintendent  
DIRECTLY SUPERVISES: Distribution System Operators, Field Customer Service Representatives, Field Customer Service Lead Worker, Maintenance Lead Worker  
JOB DESCRIPTION DATE: October 17, 2023  
ANNUAL SALARY RANGE: \$82,908.80 - \$111,924.80  
JOB CLASSIFICATION: Regular Full-Time, DOT Safety Sensitive

#### **General Statement of Job**

Under general direction of the Operations Superintendent, the Maintenance Supervisor organizes, coordinates, and supervises the work of the field customer service staff engaged in billing, collections, conservation and meter related functions of the Fair Oaks Water District (FOWD); organizes, coordinates, and supervises the work of field staff performing fire hydrant and valve maintenance; supervises staff performing blow-off and air release valve maintenance; administers the FOWD meter maintenance and repair program; responds to customer inquiries; drives and operates vehicles and equipment.

#### **Essential Functions**

*The statements contained herein reflect general details as necessary to describe the primary 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 and instructs the field staff assigned to customer service, meter reading and meter reading data collection systems and activities; organizes daily workload; assigns duties; monitors safety; responds to customer complaints; advises the Operations Superintendent of job progress daily.
2. Supervises and instructs field staff assigned to the installation, maintenance and repair of meters and automated meter reading components in accordance with FOWD policy; performs primary evaluation of meters and meter reading equipment; documents need for meter testing or repair; makes recommendation for replacement or minor repair to meter assemblies; ensures installed meters are following testing and accuracy requirements.
3. Supervises and instructs staff assigned to the fire hydrant and valve maintenance programs; ensures fire hydrants and valves are maintained in accordance with FOWD policy.
4. Supervises and instructs staff assigned to the blow-off and air release valve maintenance programs; ensures programs are implemented in accordance with FOWD policy.
5. Administers the FOWD fire hydrant, main valve, blow-off and air release valve maintenance programs.
6. Administers requests for meter reads and demand reads for billing.

7. Administers the FOWD inventory system; maintains inventory levels and ensures quality control in accordance with FOWD policy.
8. Administers the delivery of final notices and orders to disconnect water service due to non-payment of water charges.
9. Administers response to customer requests to investigate water leaks; investigates leaks and determines if they originate from private or public facilities; ensures leaks are repaired in accordance with FOWD policy.
10. Administers response to water waste complaints; ensures results are documented in the billing system.
11. Administers Prepares and submits a weekly status report to the Operations Superintendent; advises Operations Superintendent of job progress daily.
12. Monitors FOWD facilities and conducts site inspections, completes job hazards analysis, and other evaluations to identify hazards and potential risks.
13. Responsible for obtaining necessary materials, parts and tools for efficient operations and maintenance of the FOWD facilities.
14. Plans, leads, and performs traffic control activities as required; assists staff in providing traffic control plans; meets with County inspectors and members of the public.
15. Ensures compliance with all FOWD's information technology security measures for Operations and Maintenance staff.
16. Provides supervision and training of assigned staff; monitors staff certifications, mandated training, and safety programs; ensures proper utilization of equipment in accordance with all safety requirements and equipment specifications.
17. Recommends the maintenance, repair, and replacement of FOWD vehicles.
18. Recommends the maintenance and repair of FOWD buildings and facilities.
19. Provides directions to Operations staff as required.
20. Participates in the selection of staff; provides or coordinates staff training and development.
21. Provides input on employee performance evaluations for submittal to the Operations Manager.
22. Participates in budget preparation and administration; prepares cost estimates for budget recommendations; submits justifications for equipment, materials, and supplies.
23. Assists in the retirement and disposal of capital assets and maintenance equipment.
24. Assists in receiving of materials and supplies; verifies and maintain records on incoming and outgoing shipments.
25. Assists in FOWD project planning and contract administration.
26. Assists in the review of time reports in accordance with FOWD policies and procedures.
27. Assists in implementing the FOWD Injury and Illness Prevention program.
28. Builds and maintains positive working relationships with co-workers and the public using principles of good customer service.
29. Maintains a variety of files and records in accordance with FOWD policies and procedures and to effectively supervise the operations and maintenance of the FOWD.
30. Operates a truck, forklift, or other light equipment; may operate a dump truck or heavy equipment.
31. Checks assigned vehicle on a daily basis to ensure safe and dependable operation; may perform minor repairs to vehicles and equipment.
32. Performs "on call" duties during off-hours of operation as needed.
33. Works overtime as required.
34. Adheres to all policies, procedures, and standards of FOWD and pertinent Federal, State, and local laws relating to position functions.

## **Other Duties**

1. May perform the duties of the Operations Supervisor as required.
2. May be routinely required to dig and backfill trenches using hand tools or mechanical equipment.
3. Stocks vehicle to ensure materials are on hand for each job; maintains a truck tool inventory.
4. May investigate high water use by individual customers and assist customers with taking water efficiency measures.
5. May perform water conservation surveys.

## **Job Standards/Specifications**

### **Knowledge of:**

- Customer service and billing system(s) and understanding of related processes.
- Safety laws, rules, and regulations.
- Basic principles used in the design of water systems.
- Water quality regulations and requirements.
- Cross connection control regulations and how they apply to the waterworks industry.
- Landscaping and irrigation planning, design, installation, and troubleshooting.
- Microsoft Office software applications.

### **Ability to:**

- Communicate clearly and concisely, both orally and in writing.
- Supervise, train and evaluate staff.
- Plan, direct, and supervise meter installation, testing, maintenance, and repair.

## **Typical Physical Activities**

- Travel regularly by vehicle for FOWD related duties and activities.
- Manual labor requiring use of manual and power tools.
- Exert considerable physical effort in moderate to heavy work involving stooping/kneeling, pushing/pulling, climbing/balancing, and lifting/carrying.
- Lift, carry, push, and/or pull objects weighing up to 100 pounds.
- 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.
- Hearing and vision within normal ranges with or without correction.

## **Environmental Factors**

- Exposure to the sun: Work time spent outside a building and exposed to the sun.
- High Temp: Considerable work time in hard manual labor in temperatures between 80 or more degrees.
- Wetness: May get part or all of the body and/or clothing wet.
- Noise: Occasionally there are unusually loud sounds.
- Slippery surfaces: Occasional work on unusually slippery surfaces.

## **Desired Qualifications**

- Minimum of four years' experience with increased level of responsibility in customer service, water system operations, and water conservation programs.
- Minimum of two years' experience working as a California Distribution Operator Grade II or higher.
- Basic leadership skills required to lead a team of employees.
- California Certified Cross Connection Control Specialist.
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

## **Required Licenses/Certifications**

- California Certified Water Distribution Operator Grade III.
- California Certified Water Treatment Operator Grade I.
- AWWA Certified Water Use Efficiency Practitioner Grade I or ability to obtain within two years of employment.
- Graduation from high school or equivalent.
- Valid California motor vehicle operators commercial class B license or higher.

*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, and 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):

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Signature:

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Date:

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Operations Superintendent:

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Signature:

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Date:

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Manager:

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Signature:

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Date:

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General Manager: Tom R. Gray

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Signature:

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Date:

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