



City of Irving Job Description

Utility Maintenance Supervisor

FLSA Status:	EXEMPT	Job Department:	Water Utilities
Job Code:	U281	Reports To (Job Title):	Utility Operations Manager

PURPOSE

To plan, supervise and review the activities and operations of a city utilities section, and ensure that all assigned operations fully meet or exceed customer needs & comply with State and Federal regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Recommend and assist in the implementation of goals and objectives for specific utilities section.
- Establish schedules and methods for the utility maintenance operations within section.
- Supervise assigned crews and individuals including interviewing, selection, performance appraisals, discipline and termination.
- Plan, prioritize, assign, supervise, and review the work of staff of a specific water and/or wastewater section.
- Evaluate operations and activities of the section and recommend improvements and modifications.
- Administer a variety of special water and wastewater field operations, maintenance, and repairs.
- Review work results and work orders to ensure appropriate completion.
- Purchase materials, equipment and supplies required for work crews to complete assigned work.
- Plan, assist, and manage development of a specific water and/or wastewater section.
- Oversee and review training plans and ensures that all assigned employees complete technical and soft skills training required by the city.
- Observe the work of assigned crews and provides technical expertise and direction in the completion of maintenance and repairs.
- Review accidents and injuries, and prepare recommendations to prevent future incidents.
- Receive, investigate, and respond to complaints, questions, and concerns relating to water and wastewater activities and conditions.
- Participate in on-call rotation and lead emergency and other after hours (nights/weekends) repair work to maintain 24-hour, 7-day per week service to customers.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Arrange for service, repair, and replacement of equipment.
- Respond to emergency operations of a water utilities section.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 13 to 18 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for preparing requests for equipment and vehicles in preparation of the annual budget; makes and authorizes p-card and Purchase Order purchases of up to \$250,000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of 12th grade *plus* some college course work.

EXPERIENCE

- Three (3) years of progressively responsible experience in water or wastewater field maintenance and repair operations including one (1) year of lead supervision.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas Driver's license, or the ability to obtain one, is required
- Class C Water and Level II Wastewater licensing from the Texas Commission on Environmental Quality (TCEQ)

KNOWLEDGE OF

- Budgeting and Accounting: Budgeting and accounting principles and practices, and the analysis and reporting of financial data.
- Construction Principles: Understanding basic construction methods and materials.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Environmental Laws and Regulations: Knowledge of federal, state and local environmental laws and the ability to apply current information to given situations.
- Construction Contracts: Regulations and principles for developing specifications, bidding projects, and approving invoices for payment.
- Public Safety and Security: Rules and regulations for the protection of people, data, & property.
- Regulations: Understanding of federal, state, and municipal restrictions, laws, and ordinances.

- Customer Service Management: principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Utilities Construction: engineering and other materials, methods, laws, and tools to safely and accurately complete utilities construction projects.
- Maintenance Principles: processes involved in upkeep of property and equipment to the optimum state of cleanliness, repair, and efficiency.

SKILLS AND ABILITIES IN

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Delegation & Workflow Management: Assigning & observing work, and then reviewing work products and results.
- Service Orientation: Actively looking for ways to help people.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Management of Personnel Resources: Motivating, developing, and directing people as they work, and identifying the best people for the job.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Self-Management: Working well independently and without supervision.
- Maintain Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand. This includes completing reports according to pre-set formats: written comprehension.
- Persuasion: Convincing others to approach things differently.
- Technical Reasoning: Interpreting an extensive variety of technical instructions in mathematical or diagram form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.
- Inquiry/Probing: Using oral language, social perceptiveness, and reasoning skills simultaneously to conduct effective interviews.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Employee contacts include other city department supervisors and managers and vendors in order to review and coordinate work and examine products and equipment.

EQUIPMENT AND PROPERTY

Work of this classification involves using the full scope of office equipment including computers, fax machines, printers and telephones. Field work involves driving a vehicle and may include operating large equipment for field excavations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to drive a vehicle, grasp, handle, feel, listen, reach, see, sit, smell, stand, talk, and/or walk. Frequently, s/he is required to balance, carry, crawl, push, pull, and/or stoop. S/he occasionally is required to kneel and/or lift up to 100 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The employee regularly is exposed to extreme vibration, confining work space, dirty environment, electrical hazards, extreme temperatures or weather conditions, air contamination, high precarious work places, moving mechanical parts, noise, violence, and/or toxic or caustic materials. This job requires the employee to make decisions directly affecting the safety of others. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.