



Distribution System Operator Supervisor

DEFINITION

Under direction, plans, organizes, directs, assists and participates in the operation, maintenance, and dispatch functions of the water systems unit. Supervises distribution operators engaged in monitoring, inspecting, adjusting, and maintaining District water distribution facilities systems in the office and at field locations; performs radio and telephone dispatch for District personnel and consumers; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is a first line working supervisor with responsibility for system operation, maintenance, field investigations, dispatch and monitoring and sampling activities to ensure reliable transmission, distribution and storage of high quality treated water. Incumbents are expected to handle complex problems associated with the daily operation of the water distribution system; provides supervision and training for Distribution System Operators. Successful performance requires monitoring and taking appropriate action to ensure that facilities are operated within prescribed limits to meet performance standards, regulatory requirements, changing conditions and emergencies for a 24 hour a day/ 7 day a week operation.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Plans, schedules, organizes, supervises the work of and participates in the operations of water distribution facilities providing for adjustments of operations within prescribed limits to meet performance standards, changing conditions and emergencies;
- Operates and monitors the water distribution system using a modern SCADA (Supervisory Control and Data Acquisition) system;
- Analyzes data obtained from the SCADA system in order to correct abnormal conditions in the water system;
- May schedule and coordinate work with other district work units and outside contractors to assure safe, reliable and continuous operation of distribution facilities
- Uses both hard copy maps and computerized GIS (Geographic Information Systems) data to analyze and correct system problems;
- Reviews proposed shutdowns for construction projects and makes recommendations to the Superintendent of Operations;
- Works with the Superintendent of Operations to develop and recommend system changes and plans for taking tanks, pumps, treatment plants and other district facilities out of service;
- Performs field inspections, adjustments and maintenance of pumps, tanks and valves at water distribution facilities;
- Receives and analyzes consumer and system problems, dispatches the appropriate District personnel;

- Operates a computer based radio/telephone communication console;
- Plans, assigns, and directs the work of a work unit responsible for monitoring and operating the District's water distribution system;
- Trains and monitors the work of Distribution System Operators;
- Assists Superintendent of Operations with review and corrections, modifications to the Water System Operations Manual
- Assists Superintendent of Operations with planning, preparing and monitoring section budget;
- Participates in hiring interviews, monitors employee performance and prepares and conducts performance evaluations for assigned staff;
- follows and enforces applicable safety rules and regulations;
- prepares clear and concise records and reports.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of supervision, training and personnel administration
- Basic hydraulics as it applies to the operation of a water distribution system;
- Operation and maintenance of water distribution system equipment and facilities; and distribution principles, methods and practices
- codes, standard terms, and common practices associated with a water distribution system
- geography and landmarks associated with the District's service area;
- radio and telephone dispatch procedures;
- PC (personal computer) software applications, including operating systems, word processing, spreadsheets, and enterprise systems;
- principles and practices of effective supervision and training
- principles and practices of work safety;
- codes, regulations and practices used in operation, maintenance and repair work
- English usage, spelling, punctuation, and grammar.

Ability to:

- Plan, organize, supervise, review and evaluate the work of employees;
- Develop, coach, train and mentor staff sufficiently to ensure the use of appropriate technical skills
- Operate and understand a variety of computer programs;
- read and understand schematic drawings, construction drawings and hard copy maps;
- analyze data obtained from a variety of sources;
- plan, direct, organize, schedule, assign, review and evaluate the work of others;
- perform field inspections, adjustments and maintenance at water distribution facilities;
- recognize unusual, inefficient, or dangerous operating conditions and take appropriate action;
- accurately read, interpret and record data from gages, meters, and a SCADA system
- analyze work problems and develop effective solutions;
- obtain information through questioning and to deal firmly and courteously with the public;
- communicate clearly and concisely both orally and in writing;
- establish and maintain effective working relationships with those contacted in the course of work;
- prepare clear and concise records and reports;
- work on an "on call" basis for emergency situations;

- depending upon job assignment, drive vehicle;
- travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Completion of the twelfth grade or its equivalent; and
- four years of increasingly responsible experience as a Distribution System Operator*, or performing similar job duties in the operation of a "D4" or "D5" water distribution system, two of which are as a D3 operator

*An Associate's degree or Certificate in water or wastewater technology or distribution from an accredited academic institution that includes at least 15 units in physical, chemical, or biological science may be substituted for one year of operator experience.

*A Bachelor's degree in civil, environmental, or sanitary engineering, or one of the physical, chemical, or biological sciences, or other closely related field from an accredited academic institution may be substituted for 1.5 years of operator experience.

* A Master's degree in civil, environmental, or sanitary engineering, or one of the physical, chemical, or biological sciences, or other closely related field from an accredited academic institution may be substituted for 2 years of operator experience.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- Work on an "on call" basis for emergency situations;
- Responsibilities may include working off hour shifts, holidays and weekends in a continuous operations (24/7) environment.
- willingness to work weekends, holidays and varying shifts, as the operation requires;
- field experience and familiarity with terms, practices, and procedures common to the water industry preferred.

LICENSES AND/OR CERTIFICATIONS

- Depending on job assignment, possession of or the ability to obtain an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record;
- As a condition of employment, incumbents must obtain and meet the minimum qualification of being a certified D5 Distribution Operator within the exam and certification criteria established by the California State Water Resources Control Board, Division of Drinking Water. Individuals who possess a valid California State Water Resources Control Board Division of Drinking Water Grade D3 Water Distribution Operator Certificate at time of hire, must obtain a D4 certificate within 12 months of appointment and must obtain a D5 certificate within 36 months of appointment. Individuals who possess a valid California

State Water Resources Control Board Division of Drinking Water Grade D4 Water Distribution Operator
Certificate at time of hire, obtain D5 certificate within 24 months of appointment

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages or equipment weighing up to 10 to 25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive and depending on job assignment, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: May 2022

Revised:

Approved by: Human Resources Manager