

DISTRIBUTION AND COLLECTION SYSTEM SUPERINTENDENT

General Statement of Duties

Performs difficult technical, administrative and management work planning, organizing and directing the work of crews engaged in repair, replacement and installation of water distribution and sewer collection lines, pumping stations, and appurtenances.

Distinguishing Features of the Class

An employee in this class plans, organizes, and supervises crews engaged in a variety of work associated with providing water distribution and sewer collection services to citizens. The employee serves as Operator in Responsible Charge (ORC) of the water distribution and sewer collection systems for the Authority. Work includes supervising the construction, maintenance and repair of water and sewer lines, hydrants, meter and valves, and unstopping sewer lines and electrical, mechanical and plumbing maintenance of sewer lift stations.

Work also includes planning work projects based on service extension needs, maintenance, and emergency needs; coordinating work with property owner; assigning crews to projects; inspecting work in progress and upon completion; and answering and resolving public complaints. The employee participates in contract management for system upgrades and extensions and provides input into the work of engineers conducting studies and designing projects.

Work also involves requesting and acquiring necessary resources for projects, and significant responsibility for the safety of work crews. The employee is subject to working in inside and outside environments including extreme hot and cold weather and to work hazards including loud noise, vibrations, moving mechanical parts, exposure to chemicals, fumes, odors, poor ventilation, and oils. The employee may be required to inspect water or sewer line pipes, utility holes or other small enclosed spaces.

Work is also subject to the final OSHA standards on blood borne pathogens and involves emergency call-back service. The employee must exercise judgement and initiative in carrying out assignments. Work is performed under general supervision and is observed for compliance with policies and regulations, conformance to established standards, productivity of the unit, and general community acceptance.

Duties and Responsibilities

Essential Duties and Tasks

Plans, organizes and supervises employees, equipment, and materials to install, maintain, and repair water and sewer lines, hydrants, meters, valves, and pumping stations; participates in field work when needed.

Participates in long range planning for system capacity, performance and regulatory compliance; estimates costs and oversees contracted construction work; provides input to engineers on studies and design of projects; works with communities outside the Authority in management of multiple systems.

Prepares budget request and administers approved division budget; participates in strategic planning within the department and with broader Authority officials.

Approves time sheets; purchases and ensures necessary supply of parts, materials and tools to avoid work delays.

Identifies technology and other improvements to increase efficiency and effectiveness; works on projects such as GPS locations and mapping of lines, valves, hydrants and meters; automated meter reading; electronic work order system; telemetry systems and related issues.

Surveys job sites prior to instructing crews on large or more difficult projects; inspects work during performance and after completion.

Prioritizes projects and coordinates the use of available equipment, materials and staff to obtain maximum effectiveness and economy.

Instructs crew supervisors in the appropriate safety procedures and enforces their use.

Plans and implements preventive maintenance programs for hydrants, pumping stations, valves and meters; supervises meter change-out, testing, and repair programs. Distribution and Collection System Superintendent.

Responds to citizen requests, concerns, and issues; performs field review; meets with citizens.

Keeps records; prepares reports; prepares material and supply requisitions; maintains adequate inventory security and appropriate records.

Hires employees, provides new employee orientation and training; conducts performance evaluations and coaches' employees on performance; mentors supervisors and staff; provides motivations, communications and leadership with staff; holds regular staff meetings to keep staff informed on relevant issues. Participates in inspecting contracted construction projects.

Additional Job Duties

Performs related duties as assigned.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Thorough knowledge of the principles and practices of construction, repair, and maintenance of water and sewer lines and related structures.
- Thorough knowledge of the use of related equipment and materials.
- Thorough knowledge of the occupational hazards and safety precautions of the work.
- Considerable knowledge of related engineering specifications, AWWA requirements, and related environmental laws and regulations.
- Considerable knowledge of the Authority's purchasing, budgeting and personnel policies and procedures.
- Considerable knowledge of modern and effective supervisory principles and practices including hiring, leadership, motivation, conflict resolution, team building, performance coaching and evaluation.
- Considerable knowledge of the organization's water and sewer customer policies and fees.
- Considerable knowledge of the application of information technology to the work.
- Some knowledge of engineering principles and practices related to distribution and collection systems.
- Some knowledge of laws and regulations related to hiring and supervision.
- Skill in customer service excellence and collaborative conflict resolution.

- Ability to read plans maps, and drawings.
- Ability to establish and maintain effective working relationships with Authority officials, supervisors, peers, subordinates and citizens.
- Ability to establish a team atmosphere of employee engagement and customer service excellence.
- Ability to maintain and prepare accurate plans and reports.

Physical Requirements

- Must be able to perform the basic life functions of stooping, kneeling, crouching, standing, walking, fingering, grasping, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Must possess visual acuity necessary to read maps and diagrams, to operate a vehicle, to operate a computer terminal, and to read and prepare reports including the analysis of data and figures.

Desirable Education and Experience

Education and experience require graduation from high school, a minimum of 5 years extensive experience in water distribution and/or sewer collection system maintenance or construction, and a minimum of 5 years of supervisory experience with water and sewer systems; or an equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions.

Special Requirements

Certifications by state of N.C. in water distribution (Grade A), wastewater collection (Grade IV), and/or Backflow Prevention and Cross Connection Control. Distribution and Collection System Superintendent. Other certifications as required by the Authority. Possession of a valid North Carolina driver's license.

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