

WATER SERVICE SUPERVISOR

NATURE OF WORK

This is skilled supervisory work directing water meter change outs and the installation of water taps for residential and commercial customers.

Work involves responsibility for supervising the installation of small water meters; water main tapping; location and inspection of water services; and location of water mains for the City's one-call program. Supervision is exercised over Water Service Workers. General supervision is received from and work reviewed by the Assistant Superintendent of Water Service through conferences and inspection of completed projects.

EXAMPLES OF WORK PERFORMED

Supervises and coordinates the work of subordinate Water Service Workers in the areas of water main tapping; locating and inspecting water services; locating water mains for one-call requests; taking water samples; installing meters; and directing the termination and/or hook-up of water services.

Provides technical and administrative assistance in the plan review process of proposed new construction and renovation of existing customer facilities; and works with internal and external agencies during the plan review process within other Lincoln Water System sections.

Supervises and trains technical staff to investigate and resolve questions from customers with regard to water quality, water hydraulics, water leaks, consumption issues, leaking devices and water main breaks; works with customers to isolate problems and to educate the customer regarding the mechanical properties of the underground piping systems; schedules and coordinates daily customer work orders.

Coordinates, plans and schedules various service requests originating from the Lincoln Water System business office.

Supervises and coordinates the installation of water taps for residential, industrial and commercial services; provides necessary training for excavation and confined space safety; and monitors safety compliance by contractors.

Coordinates the planning and scheduling of water meter installations and the various customer notifications that are used in conjunction with water meter installations and service requests.

Ensures plumbers and contractors comply with all aspects of Lincoln Municipal Code, Title 17 when performing service hook-ups and tapping of public water mains.

Assists in training and professional development activities for staff and contractors.

Assists other Water Distribution supervisory staff with on-call and emergency response duties.

Prepares reports of work status and project budgets utilizing asset management software, spreadsheets and work processing software; maintains a variety of work-related records.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the City's water main network and ability to locate mains, services and meters.

Considerable knowledge of Lincoln Municipal Code, Title 17; the Lincoln plumbing code; departmental polices; and the State of Nebraska water treatment and supply regulations.

Considerable knowledge of personnel rules and regulations, administrative regulations and applicable bargaining agreements.

Considerable knowledge of the practical application and use of asset management software, databases, spreadsheets and word processing software.

Considerable knowledge of the hazards and necessary safety precautions of the work.

Ability to plan, schedule, assign and review the work of subordinates.

Ability to read and understand plans and drawings relating to water services.

Ability to keep accurate records and reports.

Ability to establish and maintain effective relationships with plumbers, private contractors, water system customers, other City staff, subordinates and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent plus considerable experience in the operation, construction, repair and maintenance involved in water service work plus experience in a supervisory capacity supplemented by training and/or experience in building and construction trades.

Possession of a valid Grade II and Grade VI Nebraska Water Operator's Certificate.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent plus experience in the operation, construction, repair and maintenance involved in water service work plus some experience in a supervisory capacity; or any equivalent combination of training and experience which provides the desired knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary for the satisfactory performance of assigned duties.

Possession of a valid Grade IV Nebraska Water Operator's Certificate.

Possession of a valid Grade VI Nebraska Water Operator's Certificate with one (1) year of hire.