



November 2018  
FLSA: Non-Exempt

## COLLECTION SYSTEMS SUPERVISOR (1 STEP)

### **DEFINITION**

The Collection Systems Supervisor leads, supports, organizes and evaluates crew(s) in the installation, maintenance, inspection and repair of collection systems and coordinates the District's response to emergency calls.

### **SUPERVISION RECEIVED AND EXERCISED**

The Collection Systems Supervisor position receives general supervision from the Field Operations Superintendent and requires the ability to exercise a high degree of independent judgment and highly effective decision-making, communication and interpersonal skills.

### **CLASS CHARACTERISTICS**

The characteristics of the Collection Systems Supervisor involve responsibility for the safety and work performed by the crew(s) under supervision. This class shall provide effective leadership, organization and communications at all levels of departmental work. The Collection Systems Supervisor position performs skilled work, directs the work crew(s) engaged in installation, maintenance, inspection and repair of wastewater and stormwater components and auxiliary units, and screens, prioritizes and responds to emergency calls.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Works with the Field Operations Superintendent to develop and assist the Customer Service, Maintenance, Construction, and TV I&I Teams to implement processes and performance measures to meet District and Departmental Goals; develops and applies benchmarking data and other departmental metrics; ensures that performance measures are tracked and met; works with others to identify and implement process improvements.
- Provides input into the development, audits, and updates of the sewer system management plan (SSMP); serves as one of the data submitters who submit sanitary sewer overflow (SSO) reports on the California Integrated Water Quality System (CIWQS).
- Supports the use of new technologies (asset management, CMMS development, equipment etc.) in the daily activities of the work group.
- Provides leadership and technical assistance to team(s) to effectively carry out day-to-day responsibilities, especially on difficult or unusual problems, minimizing health hazards and interruption of service.
- May, at the District's discretion, be required to operate an emergency standby vehicle on a fixed or rotating basis.
- May direct emergency response activities including repairs, sanitary sewer overflow response, storm response, incident command and/or coordination, and EOC support.
- Ensures that the District's safety program requirements are implemented and carried out; works with staff and the Director of Safety and Risk Management to identify and resolve safety issues; takes the

lead on investigating near misses and accidents or injuries on the job; completes all necessary reports and other documentation relating to safety.

- Evaluates, coordinates, and monitors preventive maintenance, cleaning, root control programs, and customer service requests; supervises the marking of all Underground Service Alert requests; utilizes the computerized maintenance management system (CMMS).
- Ensures that standard operating procedures and parameters are developed and maintained for all collection systems processes; analyzes a variety of operational data; develop and recommends alterations and changes in operating procedures.
- Reviews and prioritizes daily work assignments in a team environment.
- May conduct field inspections for acceptance of new facilities; investigates quality control problems; identifies and supports collection systems improvement projects.
- Interacts with the public to resolve service calls, overflows, property damage claims and public requests for information.
- Helps create a strong performance ethic within the work group.
- Provides facilitation, training, and problem-solving support to teams and supports team members to carry out leadership and administrative responsibilities.
- Assists in preparing and implementing the team(s) budget; forecasts additional funds needed for staffing, equipment, materials, and supplies; authorizes, monitors, and controls expenditures. Establishes cost-effective methods of maintaining the collection system.
- Maintains a variety of records and files; prepares studies and written reports on field operations; creates and maintains employee performance evaluations and related documents.
- Assists in employee selection; sets clear, achievable performance expectations; coaches employees to carry out their responsibilities; provides ongoing feedback on performance, both technical and interpersonal; conducts timely performance reviews and check-in meetings with employees; identifies safety and training needs and helps individuals develop training plans.
- Motivates employees, recognizes employee contributions, and maximizes individual development.
- Counsels employees on performance issues and provides needed documentation to support progressive discipline if necessary.
- Coordinates staff and resources to implement plans within own work group and with other groups within and outside the District, including both technical and organizational activities. Interacts with District staff, vendors, contractors, and representatives of other agencies such as The City of Vallejo and Solano County, phone and cable companies and PG & E.
- Coordinates with other District Supervisors to develop a District-wide approach to issues.
- The Supervisor may perform the duties of the Field Operations Superintendent in their absence.
- Incumbents will perform any other duties that are appropriate for the scope and level of responsibility of this classification.

## **QUALIFICATIONS**

### **Knowledge of:**

Principles and practices of effective performance management, leadership, team building, conflict resolution, and coordination of staff and resources; the methods, practices, materials, tools, equipment, and safety standards, procedures, and requirements used in the construction, maintenance, installation, repair, preventive maintenance, and closed circuit television inspection of the wastewater and stormwater collection systems; and the maintenance of vehicles, and small and heavy equipment and planning and scheduling of maintenance work.

### **Ability to:**

Demonstrate excellent judgment about both technical and management issues and make sound, independent

decisions about day-to-day activities and in emergency situations; inspect and recognize inefficient, unusual, or dangerous conditions; help employees remain accountable for their work products and behaviors; set reasonable performance expectations and assist employees to meet these expectations; take appropriate action if standards and expectations are not met; plan, organize, direct, train, and evaluate the work of assigned staff; work on several assignments under time pressures and critical deadlines; understand and carry out oral and written instructions in English; prepare clear and concise technical reports, correspondence, and other administrative documents; make clear, concise and effective oral reports and presentations; deal tactfully and effectively with District staff, the public, and representatives of other agencies; assist team members to work effectively in a team based organization; and enforce District and OSHA safety precautions and standards.

**Skill in:**

Developing and implementing goals, objectives, policies, procedures, work standards, and internal controls; selecting, training, developing, motivating, and evaluating staff; delegating work while providing assistance as needed; reading and interpreting maps, drawings, and specifications; assisting in maintaining comprehensive specialized programs; estimating labor, material, and equipment costs; utilizing a variety of computerized programs, including CMMS; analyzing operating problems, identifying and evaluating alternative proposals, and making sound conclusions; planning and scheduling work, and preparing clear, concise, and accurate reports and correspondence.

**Interpersonal Effectiveness:**

Ability to work collaboratively with others in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstrate excellent two-way communication skills with staff and others, including the ability to listen, explain, and facilitate; ask for input; offer help; accept suggestions; maintain professional behavior during stressful situations; motivate and develop staff; and provide recognition and encouragement. Must demonstrate integrity, fairness, and flexibility and work with others to establish a climate of openness, mutual respect, and teamwork.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities may be qualifying. A typical way to obtain the required qualifications would be:*

Completion of the twelfth grade or its equivalent, supplemented by coursework in supervision. Five years of increasingly responsible experience in construction, maintenance, installation, repair, preventive maintenance, and closed circuit television inspection of Sanitary Sewer or Storm Drain collection systems; one year of which must be in a lead capacity, or equivalent.

**Licenses and Certifications:**

Must possess a valid Collection System Maintenance Certificate Grade III or higher issued by the California Water Environment Association at the time of application and employment.

Must possess a valid California Class B Driver's License with a Tanker endorsement at the time of employment. The ability to drive District vehicles is a specific requirement for this position. For that reason it is the employee's responsibility to maintain a driving record that is acceptable to the District's insurance carrier or be subject to dismissal.

[Minimum Eligibility Standards for District Vehicle Insurance Coverage](#)

**PHYSICAL DEMANDS**

[LINK to Collection Systems Supervisor Physical Demands](#)

**WORKING CONDITIONS**

Must possess the physical characteristics to perform the critical and important duties of the class, including sufficient agility to stand, walk, and climb stairs and ladders. Must possess sufficient strength to carry 49 pounds (a stack of 7 traffic cones) a short distance.

**ADDITIONAL INFORMATION**

**Disaster Service Worker:**

Employees of Vallejo Flood and Wastewater District are, by State and Federal law, Disaster Service Workers. In the event of a declaration of emergency, any employee may be assigned activities which promote the protection of public health and safety or the preservation of lives and property either at the District or within the local area, or your own community.