



# City of Phoenix WATER SERVICES SUPERINTENDENT

JOB CODE 51460

Effective Date: 01/16

## **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to assist in the direction of the overall management, administration, operation, installation, and repair of the City's water and wastewater systems, facilities, and infrastructure. Incumbents apply professional management techniques to the resolution of complex organizational and operational issues and are called upon to provide technical and supervisory support of their respective divisions and to the division head. Water Services Superintendents make operational decisions on a daily basis as well as in the absence of the division head, and have responsibility for managing a 24 hour, 7 day a week operation. Work assignments vary depending on the mission of the assigned division, and may include; sewer use permitting, code enforcement, and compliance monitoring, coordinating maintenance and repair of water transmission and distribution mains and sanitary trunk and collection lines in the street right-of-way; managing and directing the Homeland Security function for the Water Services Department to protect city assets/infrastructure and safety of the public water supply system; managing and directing treatment facility process control activities and strategies; managing and directing organizational maintenance and facility reliability programs, including utilization of new and existing computerized maintenance management systems (CMMS) applications; managing and directing division-level administrative support functions relating to human resources, budgeting, purchasing, training coordination, payroll, and work order control; implementing and maintaining work planning and scheduling procedures and acting as division representative and/or liaison for external activities. Direct and indirect supervision is exercised over a professional and technical staff of engineers, administrative staff, technicians, and clerical staff including: Utility Supervisors, Operations & Maintenance Supervisors, Water Services Project Coordinators, Water Facilities Supervisors, Chief Water Quality Inspectors, Environmental Quality Specialist, Municipal Security Guards and Process Control Specialists. Incumbents report to a Deputy Water Services Director or other supervisor. Work is guided by policies, best management practices and assignments are received from the division head, but exercise considerable independent judgment in accomplishing the work of the division. Success of the incumbent's work is measured through organizational performance, reports, conferences, program results, and economy of operations.

## **ESSENTIAL FUNCTIONS:**

- Participates in the overall management, planning, organization, and direction of activities relating to the operation, maintenance, security, and improvement of water and wastewater systems, facilities, and infrastructure.
- Develops, coordinates, and authors policies, procedures, and programs relating to the implementation of system operations according to City ordinances, local and federal regulations;
- Serves as primary point of contact with the Homeland Defense Bureau and the Arizona Counter Terrorism Information Center.
- Supervises and participates in interpretation of chemical analysis reports of waste discharges from business and industry to determine compliance with rules and regulations; Reviews operation and maintenance activities for water and wastewater systems, facilities, and infrastructure to ensure county, state, and federal regulatory compliance;
- Serves as liaison to other water-related organizations such as water purveyors and other municipalities or communities;
- Analyzes data, completes feasibility studies, reviews designs for facility modifications, reviews plans, and ensures contracts are followed;
- Monitors, documents, and reports on system performance including water quality, process control, and regulatory compliance parameters;
- Administers or conducts internal performance audits of division facilities or practices;
- Assists in the development and review of best management practices, regulations, policies, and procedures which impact organizational performance, and supervises the application of such practices to increase safety, efficiency, good public relations, and seamless service;
- Prepares concise, clear, and accurate reports for City Council, department, other jurisdictions, consulting firms, and the public;
- Interprets codes, policies, and procedures and represents the City's interests at public meetings, hearings, and workshops;
- Coordinates major improvements with other divisions, City departments, county and state agencies;
- Monitors Capital Improvement Program projects for assigned facilities;
- Approves service agreements, work orders, material releases, requisitions, and purchase orders;
- Coordinates engineering or construction aspects of major improvements with private consulting engineering firms, other City departments, county, and state agencies;
- Assists in the planning of future construction and development of water and wastewater projects;
- Evaluates design and cost proposals for Water Services projects, and Statements of Qualifications submitted by consultants and/or contractors;
- Participates in interviews, selections and negotiations of contracts with consulting engineers;
- Monitors and prepares division-level budgets and supervises cost analyses and budget requests;

- Participates in staff training programs and human resources decisions including selection, leave approval, performance evaluation, and disciplinary actions;
- Assists with development of in-service and on-the-job training strategies for staff;
- Investigates and resolves technical or public relations problems;
- Promotes team involvement and participation in setting goals, priorities, and strategies for safe, efficient, and effective divisional operations;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

### **Required Knowledge, Skills, and Abilities:**

#### Knowledge of:

- Sound management techniques, human resources, and labor relations practices.
- Principles of public and business administration related to the management, operation, and maintenance of large, modern, complex water and/or wastewater treatment facilities.
- Principles and practices of civil, mechanical, or environmental engineering as applied to the operation and maintenance of modern water and/or wastewater treatment facilities.
- Equipment, design, and materials used in construction, operation, and maintenance of modern water and wastewater systems, facilities, and infrastructure.
- Management, operations, maintenance, and repair of water and wastewater systems, facilities, and infrastructure.
- Federal, state, and local water and wastewater regulations, safety and environmental requirements including Arizona Pollution Discharge Elimination System (AZPDES), Safe Drinking Water Act (SDWA), Aquifer Protection Permit (APP), Reuse Permits, and Occupational Health & Safety Act (OSHA).
- Budget preparation, administration, and cost analysis.
- Water and sewer pipeline construction.
- Water and wastewater system and facility process control systems and techniques and methods.
- Computerized maintenance management systems.
- Administrative, budgetary, and modern office management techniques as applied to the operation and management of large water and/or wastewater systems and organizations.

#### Ability to:

- Make sound operational decisions on a daily basis, as well as in the absence of the division head.
- Respond to and manage operational emergencies on a 24-hour a day basis.
- Perform a broad range of managerial and supervisory responsibilities over large organizations with numerous facilities and large staff.
- Supervise professional, technical, administrative, clerical, and warehouse staff.

- Establish and maintain effective working relationships with other City departments, employees, regulatory officials, consultants, contractors, customers, and the public.
- Observe, compare, and monitor data to determine compliance with prescribed operating or safety standards.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Communicate verbally with customers, clients, and the public in face-to-face one-on-one settings, in group settings, and using a telephone and electronic mail.
- Enter data or information into computer, or other keyboard device to update a database.
- Review or check technical work products of others for conformance with standards.
- Travel across rough, uneven, or rocky surfaces to make field inspections at project sites.
- Learn the policies and procedures of the Water Services Department regarding water and wastewater systems, facilities, and infrastructure and public relations.
- Work safely without presenting a direct threat to self or others.

**Additional Requirements:**

- Some positions require the possession of the appropriate Grade IV Arizona Department of Environmental Quality Operator Certification by the end of the probationary period.
- Some positions will require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license, and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

**ACCEPTABLE EXPERIENCE AND TRAINING:**

Three years of professional water industry experience, including two years of progressively responsible supervisory experience in a large, multi-facility utility, water distribution system, wastewater collection system, water treatment facility, or wastewater treatment facility, water or environmental quality, or wastewater treatment facility management, utility security management, operations, maintenance, and repair, and a bachelor's degree in public administration, business administration, management, engineering, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.