



City of Phoenix

Operations & Maintenance Supervisor

Job Code:	50380	Job Function:	Utility Services
Salary Plan:	001	Grade:	032
FLSA:	Nonexempt	Labor Assign:	Unit 7 ASPTEA
Benefit Cat:	002	EEO-4:	Service Maintenance
SOC:	49-1011	Last Revision:	March 2021

The listing of duties and responsibilities shall not be held to exclude other duties not specifically mentioned that are of similar kind or level of difficulty. They are intended to describe the general nature and level of work being performed by individuals assigned to positions in this classification.

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide first line supervision for a group or section of Operations & Maintenance (O&M) Technicians involved in the day-to-day operation and maintenance of water and/or wastewater facilities. The Operations and Maintenance Supervisor may also have responsibility for oversight of specialty maintenance crafts, equipment operators, or other Operations & Maintenance Technicians assigned to Environmental/Health/Safety programs or work Planning & Scheduling functions. Incumbents must work in a highly dynamic environment involving both planned and unplanned activities.

SUPERVISION RECEIVED/GIVEN:

The Operations and Maintenance Supervisor is expected to monitor the technical performance of the facility and make any necessary adjustments to ensure that all requirements of various state and federal regulatory agencies are met. Work is evaluated by a Water Facilities Supervisor through conferences, reports, results achieved, and feedback by subordinate staff.

ESSENTIAL FUNCTIONS:

- Plans and issues work schedules to ensure continual safe and efficient operation of a water or wastewater plant or facility;
- Issues daily work assignments to O&M Technicians and journey-level trade specialists;
- Directs the daily work activity for both operations and maintenance needs on a plant-wide, or multi-process, or multi-facilities basis;
- Works with Planner/Schedulers to coordinate maintenance work tasks and follow a Department Maintenance Plan;
- Develops standard work practices;
- Inspects completed jobs for quality assurance;
- Responds to unplanned operational or maintenance events;
- Coordinates on-the-job training for O&M Technicians;
- Compiles data for daily operational reports, inventory control, payrolls, and other day-to-day reporting activity;
- Prepares operational reports for regulatory and budgetary purposes;
- Manages maintenance backlogs;
- Diagnoses operational problems and recommends corrective actions;



City of Phoenix

- Works with engineering staff to program capital equipment replacements;
- Works with the team to establish goals, priorities, and expectations, and to develop the action plans and strategies for accomplishing them;
- Develops employees for increased value to the organization and themselves, marketability, and "promotability;"
- Establishes and maintains open communication with work team members about all issues affecting them and their roles in the Division, Department, and City;
- Promotes team involvement and participation in setting goals, priorities, and strategies for safe, efficient, and effective plant/facility operations;
- Monitors, documents, and provides guidance on employee's performance; maintain detailed and accurate records of employee performance related issues.
- Conducts employee performance evaluations;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Defines goals and objectives, sets deadlines, identifies resources and presents updates to management as necessary.
- Orders chemicals, materials, parts, tools and equipment to maintain inventory for daily, emergency and projected future usage.
- Implements controls for appropriate unit staffing and effectiveness by participating in the recruitment and hiring of employees; evaluating and managing employee performance; discussing and identifying personnel issues and facilitating resolutions; promoting positive morale in the work unit; ensuring staff is trained properly for maximum safety and performance; and providing leadership and guidance.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- The functions and mechanics of modern water and/or wastewater treatment facility equipment.
- Routine and emergency facility equipment maintenance requirements.
- Standard process control and operation practices associated with a water and/or wastewater treatment facility.
- Chemical handling and safety precautions.
- Modern maintenance management procedures.
- Applicable State and Federal regulations relating to the assigned facility.
- Plant control or DCS system applications (Operator Level).
- Basic instrumentation control and applications.
- City policies, MOUs, and Administrative Regulations The use and care of tools and equipment.
- Using a computer terminal to input and retrieve information.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Inspect maintenance work for completeness and thoroughness.



City of Phoenix

- Interpret operational data for compliance and prepare basic operational reports.
- Develop and foster a teamwork environment.
- Assess employee skill development needs.
- Integrate O&M Technician development and training activities with daily operation and maintenance requirements.
- Work cooperatively with other City employees.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Enter data or information into a terminal, PC, or other keyboard device.
- Comprehend and make inferences from technically written materials.
- Comply with the Confined Space Entry procedure as approved by the Occupational Safety and Health Administration.
- Work with chemicals or similar solutions using only normal protective equipment.
- Work safely without presenting a direct threat to self or others.
- Travel across rough, uneven, or rocky surfaces at a treatment plant or facility.
- Comply with various City, State, and Federal requirements.

Additional Requirements:

- Possession of the appropriate Grade IV State of Arizona Department of Environmental Quality certification by the end of the probationary period.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid drivers license and have an acceptable driving record. In addition, individuals may be required to pass an Arizona Department of Transportation physical exam and possess the appropriate commercial drivers license (CDL). Pre-employment drug testing is required for CDL positions. Employees in CDL positions will be subject to unannounced alcohol and drug testing as a condition of continued employment. Use of a personal vehicle for City business will be prohibited if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of experience in water production or wastewater treatment operations or maintenance, including some supervisory or lead experience, and basic college course work in water/wastewater treatment, biology, chemistry, mathematics, engineering, or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.