

WATER SUPERINTENDENT

NATURE OF WORK

Serves the public with responsible professional and administrative work in directing operations of the Water Division of the Public Works Department.

DISTINGUISHING FEATURES

An employee in this class is responsible for directing, through subordinate managers and supervisors, the programs and activities of the division. Duties involve responsibility for directing the City's water production system, including the pumping and treatment of potable water, the operation and maintenance of active wells, booster pumps and stations, reservoirs, elevated storage tanks, and other support facilities; directing the City's water distribution system, including the construction, maintenance and repair of water mains, and the installation and repair of water services, valves and fire hydrants; directing division accounting activities, including maintenance of accounting records and the preparation of financial statements and reports; directing customer service activities, including receiving and process requests for service, handling and resolving complaints. Duties also involve the development of the division annual operating budget and capital improvements budget, the development and implementation of division operating policies and procedures, the development of division plans, goals and objectives. An employee in this class must have extensive knowledge of management methods, principles and practices, and the ability and skill to apply them to operations, programs and activities of the Water Division.

ESSENTIAL FUNCTIONS *(These essential duties are only illustrative.)*

Directs operations and activities of the water production system, including the pumping and treatment of potable water, the operation and maintenance of active wells, booster pumps and stations, reservoirs, elevated storage tanks, and other support facilities.

Directs operations and activities of the water distribution system, including the construction, maintenance and repair of water mains, the installation, maintenance and repair of water services, valves and fire hydrants.

Reviews and approves plans and specifications for water utility improvements.

Directs division accounting activities, including the maintenance of accounting records and the preparation of financial statements and reports.

Directs customer service activities, including the receiving and processing of requests for service and information, the handling and resolution of complaints regarding service and account billing, the conducting of field service inspections, and the reading of water meters.

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Plans, organizes, coordinates, directs and evaluates the work of subordinate managers, supervisors, and support personnel; interviews and recommends hiring; addresses personnel issues, discipline, and grievances; develops and implements training and safety programs; directs the inspection and oversight of work performed by contractors.

Monitors operations and activities of the division and evaluates effectiveness; directs and participates in the development and implementation of methods and systems to increase efficiency, productivity and accountability, and to provide better service to customers.

Develops and implements division operating policies and procedures.

Directs and participates in the development of the division annual budget and capital improvement budget requests; confers with the Public Works Director and Finance Director regarding budget amendments and budget problems; monitors budget expenditures; directs the procurement of equipment, materials and supplies.

Develops short and long range plans, goals and objectives for the division.

Reviews, interprets, and ensures compliance with state and federal laws, rules, regulations, and with City ordinances, policies and procedures.

Represents the Water Division in court, and at meetings with governmental entities, legislative bodies, and public and/or private groups.

Meets and confers with the Public Works Director, other City department and division heads, consulting engineers, and contractors regarding water division operations; attends council meetings and makes presentations.

Directs and participates in preparing regular and special reports; directs the maintenance of files and records.

Prepares and reports on comprehensive data on the city's water system including the analysis of improving system deliver to improve efficiencies and effectiveness; to pinpoint and address problems and to communicate complex financial information.

Maintains reasonable and predictable attendance.

SUPERVISION RECEIVED

Work is performed under general direction of the Public Works Director who allows considerable latitude and independence in making decisions and carrying out essential assignments to completion. Work is reviewed through meeting and conferences and review of reports for adherence to policies and procedures, for financial accountability, for overall results achieved, and for the degree to which the division meets established goals and objectives.

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SUPERVISION EXERCISED

Employee exercises supervision over division managers and supervisors and a support staff of technical, administrative, skilled and semi-skilled employees engaged in carrying out the functions and activities of the Water Division. Supervisory responsibilities include assigning and evaluating work, establishing work priorities, resolving personnel and work related problems and issues, setting performance goals and standards, making hiring and disciplinary decisions, and performing other supervisory duties.

WORKING CONDITIONS & PHYSICAL DEMANDS

Work is performed primarily in an office setting, although work activities frequently require travel to various water facilities and work sites throughout the city to attending meetings and conferences, and to review work in progress. Work exposes employee to normal everyday risks that require normal safety precautions. Work is primarily sedentary in nature and activities require sitting, standing, walking, bending, climbing stairs, lifting, moving and carrying light objects, using arms, hands and fingers to operate a personal computer and to drive a vehicle. Occasionally work exposes employee to adverse weather.

SUCCESS FACTORS (KSAs)

Thorough knowledge of the methods, techniques, and equipment used in the operation and maintenance of a municipal water system, including water production, treatment and distribution.

Thorough knowledge of management methods, principles and practices and their application to administering and managing a municipal water utility.

Thorough knowledge of state and federal laws, rules, and regulations, and City ordinances, policies and procedures applicable to Water Division operations and activities.

Considerable knowledge of the occupational hazards and safety precautions associated with water utility operations.

Considerable knowledge of supervisory principles and practices.

Considerable knowledge of budget administration principles and practices.

Knowledge of design water distribution system design principles, standards, and practices.

Skill in planning, organizing, coordinating and directing Water Division operations, programs and activities.

Considerable knowledge of GIS and GPS and mapping databases

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Ability to delegate authority, and to coordinate, supervise and evaluate the work of managerial, supervisory and support personnel.

Ability to develop and implement division operating policies and procedures, and to develop plans for future expansion of operations and facilities.

Ability to set division goals and objectives, and to provide the motivation and leadership necessary for achievement.

Ability to prepare the annual operating budget and capital improvements budget requests for the division.

Ability to conduct research, and to prepare bid specifications, contracts and related documents.

Ability to communicate effectively, both orally and in writing.

Ability to use a personal computer, computer databases, and related software.

Ability to maintain division files and records, and to prepare regular and special reports.

Ability to establish and maintain effective working relationships with superiors, subordinate employees, other City department heads and division heads, City officials, contractors, consulting engineers, representatives of regulatory agencies, customers, and the general public.

EDUCATION, TRAINING & EXPERIENCE

Graduation from a four-year college or university with major course work in Public Administration, Environmental Studies, Civil Engineering or a related discipline. Master's degree preferred. Ten years of increasingly responsible administrative and management experience in managing water utility operations, or related experience which provides the knowledge, abilities and skills required by the position. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may be substituted for the required experience.

NECESSARY SPECIAL REQUIREMENTS

Ability to obtain Illinois Public Water Supply Operator Certification, Class B license within the first 18 months of employment.

Possession of a valid Illinois Driver's License.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.