



## Water Operations Supervisor Operations Department

Full-Time/Exempt  
Career Range: \$28.44 - \$44.00 per hour  
Hiring Range: \$28.44 - \$36.22 per hour

Fort Collins – Loveland Water District

Revision Date: August 6, 2021

Approved by General Manager: *[Signature]*

Approved by Human Resources: *[Signature]*

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### General Purpose:

The Water Operations Supervisor's role for the Fort Collins – Loveland Water District (the District) is to competently manage, supervise and oversee personnel associated directly and indirectly within the Operations Department and to plan, assign, track, and manage work assignments for direct reports. Reports directly to the Utilities Operations Superintendent.

### Essential Functions:

- Supervises field personnel including scheduling, prioritizing, and coordinating work assignments, monitoring and evaluating job performance and efficiency.
- Responsible for both short-term and long-term planning of an effective distribution system operations and maintenance programs; including, but not limited to, developing, and managing a strategic unidirectional flushing program, hydrant maintenance program, valve exercising and maintenance program, as well as a leak detection and repair/rehabilitation program.
- Provides training of assigned personnel in the use of tools, equipment, work methods, and safety practices.
- Coordinates and executes projects and work schedules.
- Monitors, maintains, and repairs tank sites, Pressure Release Vaults (PRV), water distribution systems and all associated appurtenances.
- Provides technical expertise and leadership related to water operations.
- Resolves customer complaints as they relate to water operations.
- Creates a safe and compliant work environment.
- Inspects compliance of water design specifications for all District developmental, commercial, and capital improvements projects.
- Schedules and maintains all facilities and equipment associated to the department.
- Investigates, reports and repairs all problems associated with the water system.
- Documents all projects and general maintenance, orders and manages inventory, schedules sub-contractors when needed.
- Assists customers, contractors and developers with requests related to the water system.
- Assists Administration and Engineering departments in relation to the water system.
- Investigates and reports any water system leak repair for review and scheduling with the Operations Superintendent
- Accurately completes service orders, data entry and research associated with projects on a daily basis.
- Competently accountable for work vehicles, tools and equipment related to the job.
- Assists the Operations Departments in completion of any projects when assistance is needed.
- Other duties as required and necessary to ensure the success of the organization.

**Supervisory duties:**

- Directly supervise water operations staff in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees, planning, assigning and directing work including goal and direction setting, appraising performance, rewarding and disciplining employees, addressing complaints and resolving problems.
- Ability to organize and respond to planned and emergency response events
- Required to be on-call and available after hours for emergency repairs and response

**Knowledge, skills and abilities:**

- Ability to consistently promote, support, work, and act with an expectation of agency in a manner in support of the District's mission, vision and values.
- Ability to provide strong employee, customer, contractor, developer and distributor relations.
- Knowledge of the principles and practices of employee supervision including selection training, work evaluation, and discipline.
- Ability to supervise excavations and emergency repairs for water systems.
- The knowledge and capability to operate all equipment assigned to the department.
- Knowledge of math with the ability to troubleshoot and problem solve.
- Ability to learn specialized software and equipment related to the department.
- Expert knowledge of water systems.
- Ability to understand, explain, and apply policies and procedures.
- Ability to perform tasks unsupervised throughout an eight (8) hour day.
- Ability to communicate effectively with the Operations Superintendent related to any and all issues associated to personnel or Operations.
- Ability to conduct themselves in a responsible and professional manner at all times.
- Knowledge of hand and power tool operations with a safety conscious attitude.

**Key Competencies:**

**Develops Talent** - Developing people to meet both their career goals and the organization's goals

- Places a high priority on developing others.
- Develops others through coaching, feedback, exposure, and stretch assignments.
- Aligns employee career development goals with organizational objectives.
- Encourages people to accept development moves.

**Manages Conflict** - Handling conflict situations effectively, with a minimum of noise.

- Steps up to conflicts, seeing them as opportunities.
- Works out tough agreements and settles disputes equitably.
- Facilitates breakthroughs by integrating diverse views and finding common ground or acceptable alternatives.
- Settles differences in productive ways with minimum noise.

**Collaborates** – Building partnerships and working collaboratively with others to meet shared objectives.

- Works cooperatively with others across the organization to achieve shared objectives.
- Represents own interests while being fair to others and their areas.
- Partners with others to get work done.
- Credits others for their contributions and accomplishments.
- Gains trust and support of others.

**Optimizes Work Processes** - Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement.

- Identifies and creates the processes necessary to get work done.
- Separates and combines activities into efficient workflow.
- Designs processes and procedures that allow managing from a distance.
- Look for ways to improve processes, from small tweaks to complete reengineering.

**Additional Requirements/Licenses/Certifications:**

- Must have reliable transportation.
- Must have a valid driver's license.
- Current valid Colorado Commercial Driver's License Class A with Air Brake endorsement is required.
- Ability to obtain a Class 3 State Water Distribution certification within six months of hire.

**Material and equipment directly used:**

- Telephone, computer, two-way radio, cell phone, operations power and hand tools provided and fleet vehicles.
- Microsoft Office software.
- Fleet vehicle and trailers.
- Power and hand tools.
- Operation of heavy equipment (dump truck, backhoe, and similar).
- Personal protective and other safety equipment.

**Physical Activities:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- While performing the duties of this job, the employee is regularly required to talk or hear. May involve climbing ladders, stairs, steps and traversing catwalk grating, pushing, pulling, bending, stooping and kneeling on a frequent basis and working in confined space and manual dexterity required to complete work tasks through safe and proper operation of power and hand tools, and motor vehicles.
- Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.
- Strenuous physical work. Heavy lifting, pushing, or pulling of objects up to 50 pounds frequently and 75 pounds occasionally.

**Education:**

- High School Diploma or General Education Diploma (GED) equivalent is required.
- Basic knowledge of Microsoft Office products required.
- Safety training related to the industry is required.

**Experience:**

- Five (5) years of experience related to the water industry, with at least two (2) years in a supervisory role is required.
- Experience in reading and understanding engineered blueprints and diagrams.
- An equivalent combination of education and experience may be substituted on a year for year basis.

**Working environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

- Work may be performed in an inside or outside environment during all types of temperatures, weather conditions and all times of day while being exposed to excessive noise from machines. Snowy, wet and muddy conditions will exist. Work may be done in confined or cramped spaces.
- Regular and long-term exposure to work areas containing toxic/caustic chemicals; extreme conditions such as hot/cold; sharp hazards; dust/fumes/gasses; electrical shock; moving mechanical parts; high pitched and/or constant loud noise; communicable diseases.
- Work may involve assisting with performing sampling, calibration of equipment and process instruments calibration / maintenance often in difficult areas.
- Ability to use gas monitoring equipment, safety tripod and harness and any other required safety equipment for entering both high and low hazard confined spaces for either plant.
- Personal Protective Equipment (PPE) required including cold weather gear, eye protection, gloves, and provided uniform.
- A clean and safety-conscientious environment required while employed
- Work may involve long hours and overtime during holidays, weekends, and evenings.
- Subject to call-back work.
- Travel to branch locations on a regular basis is necessary.
- May be required to travel to attend State or federal agencies or state conferences on an occasional basis.

*Passing a driving record (MVR) and criminal history background checks will be required prior to the start of employment.*

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I have read this Job Description, asked for clarification of any items that are unclear to me, and agree to fulfill my duties as outlined. I understand that this is not all-inclusive, and that I will be responsible for performing other duties as assigned. I understand that this does not constitute a contract of employment and that either the company or I may terminate my employment at will, with or without cause.

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Printed Name

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Date

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Signature