Job Title: Operations Supervisor

Department: Environmental Services

Immediate Supervisor: Superintendent

Origination Date:	**07/01/2001**
Revision Date:	**07/01/2012**
Job Grade	**608**
FLSA Status	**Exempt**

BRIEF DESCRIPTION OF THE JOB:

This position organizes and supervises the work of employees engaged in the operation and maintenance of either the wastewater treatment facilities and reclaimed water recharge facilities, wastewater collection system, water distribution system, and/or water production and treatment. This position is responsible for the day to day operation and maintenance activities of a functional area or division. Plans, coordinates, manages, and implements capital improvement projects and resources to ensure compliance with all state, federal, county and local regulations. Generates reports and provides input for council presentations. Provides leadership, direction, training, safety, and performance appraisals for employees. Monitors/manages operational budget.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Distribution
1	M	Supervises and oversees Water Distribution Systems by providing technical assistance and training, setting goals, following state and federal rules and regulations, conducting field inspections, and responding to customer inquiries. Ensures water quality is maintained during maintenance, and emergency repair activities.
2	M	Inspects the infrastructure for safety violations, ensures safety procedures are followed and safety equipment is worn, and makes periodic safety presentations to staff. Troubleshoots operational and maintenance problems, and directs the correction and repair of operational and/or equipment problems. Reads and interprets plans, specifications, blueprints, and schematics.
3	L	Plans use of water resources by working with outside consultants in the planning and implementation of the City's water short and long range planning. Evaluates, plans for and advises on future system improvements, and reviews design documents and specification. Represents the division in water infrastructure planning and development with developers, contractors, and consultants.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Distribution
4	L	Manages employees by writing performance appraisals, preparing work schedules, conducting meetings, training staff in work procedures, methods, and standard operating procedures, and participating in employee hiring process. Assigns and reviews the investigation and reporting of industrial and equipment accidents; works with internal and external equipment repair and management groups to ensure the repair, maintenance, and procurement of equipment; obtains facts, analyzes evidence, and makes decisions or takes actions to correct problems; integrates new programs and efficiencies into existing operations.
5	S	Prepares and submits operational data and reports as required and requested. Prepares and submits necessary monitoring information to appropriate state and federal agencies for compliance with environmental laws and regulations. Represents the City and/or division at meetings of committees, advisory groups, agencies and Councils. Directs and conducts short and long-range water planning activities including research, analysis, issue identification, and related tasks.
6	L	Directs the purchase and inventory of materials, supplies and equipment; assists in preparing and monitoring division budget. Administers division budget by projecting annual operating costs, preparing budget requests, reviewing and approving purchases, overseeing major equipment purchases, and monitoring division expenditures.
7	L	Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service. Provides coordination and communication on a daily basis with Finance, Customer Service Division for providing customer service deliveries in the field and working with Customer Service in developing SOPs, internal and external communication, and providing input on processes for City accounts and collections. Provides coordination and communication on a daily basis with Engineering to review plans, and processes.
8	S	Actively participates in the development, implementation and revisions of job descriptions, standard operating procedures, strategic planning, and emergency programs.

	Physical Strength Code	ESSENTIAL FUNCTIONS - Production
1	L	Manages employees by writing and reviewing performance appraisals, preparing work schedules, providing training and leadership, conducting meetings, and participating in employee hiring process.
2	M	Supervises and oversees Water Production and/or Water Treatment activities by providing technical assistance and training, setting goals, following state and federal rules and regulations, conducting field inspections, and responding to customer inquiries.
3	L	Manages O&M projects by budgeting activities and conducting project inspections until completion.
4	L	Plans use of water resources by working with outside consultants in the planning and implementation of the City's water short and long range planning.

	Physical Strength Code	ESSENTIAL FUNCTIONS - Production
5	L	Reviews daily facility status and makes operational decisions relating to plant performance and environmental compliance.
6	S	Prepares and submits operational data and reports to the Superintendent and the Environmenal Services Manager as required and requested. Prepares and submits necessary monitoring information to appropriate state and federal agencies for compliance with environmental laws and regulations.
7	L	Trains staff in work procedures,methods, and standard operating procedures (SOP's). Initiates and implements work activities.
8	L	Directs the purchase and inventory of materials, chemicals, supplies and equipment; contacts vendors and service contractors regarding prices, delivery and services required for the effective operations of the water facilities and associated infrastructures.
9	L	Inspects the facilities and infrastructure for safety violations, ensures that safety procedures are followed and that safety equipment is worn, and makes periodic safety presentations to staff.
10	S	Monitors changes in laws, regulations, and technology that may affect department operations; and implements changes to policies and procedures after approval and submittal.
11	L	Troubleshoots operational and maintenance problems and directs the correction and repair of operational and/or equipment problems. Reads and interprets plans, specifications, blueprints, and schematics.
12	L	Ensures that water quality is maintained during construction, maintenance and emergency repair activities.
13	S	Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality customer service.
14	L	Administers department budget by preparing annual division budget; and reviewing and approving expenditures, requisitions and purchase orders.
15	L	Actively participates in the development, implementation and revisions of job descriptions, standard operating procedures, strategic planning, and emergency programs.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Reclamation
1	L	Manages employees by writing and reviewing performance appraisals, reviewing work reports and assuring accurate compliance data reports, preparing work schedules, providing training and leadership, conducting staff meetings and safety tailgate meetings,providing professional development, and participating in employee hiring process and enforcing discipline when necessary.
2	M	Supervises and oversees Wastewater Treatment and Reclaimed Water Facilities by providing technical assistance, guidance, and training; setting daily process goals, following and meeting compliance of county, state, and federal rules and regulations, conducting field operation and safety inspections, and responding to internal and external customer inquiries.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Reclamation
3	L	Manages projects and division operations and equipment by researching costs, alternatives, and budgeting activities, working with Procurement office in the preparation of bid process, working with consultants and contractors to coordinate work activities to minimize or avoid service interruption, and conducting project inspections through completion.
4	L	Reviews daily facility status and makes operational decisions relating to plant and facility performance and environmental compliance.
5	L	Trains staff in work procedures, methods, and standard operating procedures (SOP's). Manages mentoring programs. Initiates and implements work activities.
6	L	Reviews division and operating budget by preparing annual division short and long range projection and quarterly budgets; reviews and approves expenditures and requisitions for materials, chemicals, supplies and equipment; contacts vendors and service contractors regarding prices, delivery and services required for the effective operations of the wastewater facilities and associated infrastructures..
7	L	Inspects the facilities and infrastructure for safety violations, conducts safety tailgate meetings, and ensures safety procedures are followed and safety equipment is worn, and makes periodic safety presentations to staff. Drafts, implements and enforces Job Hazard Analyses, inventory of safety hazards and safety SOPs.
8	S	Monitors changes in laws, regulations, and technology that may affect department operations; and implements changes to policies and procedures after approval and submittal.
9	L	Troubleshoots operational and maintenance problems and directs the correction and repair of operational and/or equipment problems. Reads and interprets plans, specifications, blueprints, and schematics.
10	L	Ensures that effluent quality is maintained during construction, maintenance, and emergency repair activities.
11	S	Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality customer service.
12	S	Actively participates in the development, implementation and revisions of job descriptions, standard operating procedures, department policies, performance measures, quarterly operational planning and other strategic planning and emergency and safety programs
13	L	Actively participates in the planning, development, use, and recycle of wastewater resources by working with City staff and outside consultants in the planning and implementation of the City's water and wastewater short and long range planning.
14	S	Responsible for preparing and submitting operational data and weekly reports to the Environmental Services Manager as required and requested. Prepares and submits necessary monitoring information to appropriate state and federal agencies for compliance with environmental laws and regulations.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Reclamation
15	S	Reviews design documents and specification for facility expansions and improvements to ensure constructability and operability in compliance with City standards, Environmental Protection Agency, Department of Environmental Quality, Maricopa County, and City of Goodyear Fire Department.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Collections
1	L	Manages employees by writing and reviewing performance appraisals, preparing work schedules, providing training and leadership, conducting meetings, and participating in employee hiring process.
2	M	Supervises and oversees Wastewater Collection Systems, including lift stations, by providing technical assistance and training, setting goals, following state and federal rules and regulations, conducting field inspections, and responding to customer inquiries.
3	L	Manages projects by budgeting activities, working with City Engineer in the preparation of bid process, writing and presenting projects to City Council, and conducting project inspections through completion.
4	L	Plans use of wastewater resources by working with outside consultants in the planning and implementation of the City's collections short and long range planning.
5	S	Responsible for preparing and submitting operational data and reports to the Environmental Services Manager as required and requested. Prepares and submits necessary monitoring information to appropriate state and federal agencies for compliance with environmental laws and regulations.
6	L	Trains staff in work procedures, methods, and standard operating procedures (SOP's). Initiates and implements work activities.
7	L	Directs the purchase and inventory of materials, chemicals, supplies and equipment; contacts vendors and service contractors regarding prices, delivery and services required for the effective operations of the wastewater collections infrastructure.
8	S	Monitors changes in laws, regulations, and technology that may affect department operations; and implements changes to policies and procedures after approval and submittal.
9	L	Troubleshoots operational and maintenance problems and directs the correction and repair of operational and/or equipment problems. Reads and interprets plans, specifications, blueprints, and schematics.
10	S	Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality customer service.
11	L	Administers division budget by preparing annual division budget, and reviewing and approving expenditures, requisitions and purchase orders.
12	L	Actively participates in the development, implementation and revisions of job descriptions, standard operating procedures, strategic planning, and emergency programs.

	Physical Strength Code	ESSENTIAL FUNCTIONS – Collections
13	L	Ensures effective operations and maintenance procedures and methods are employed in both routine and emergency collection system operation.

JOB REQUIREMENTS:

JOB REQUIREMENTS	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum five years experience in a related field.
Certifications and Other Requirements	Valid Driver's License, ADEQ Grade IV License in assigned area (i.e. Water Treatment, Water Distribution, Wastewater Treatment, or Wastewater Collections).
Reading	Work requires the ability to read manuals, reports, graphical information, and engineering guidelines.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, percentages, formulas, factors, and decimals.
Writing	Work requires the ability to write clear and concise analytical letters, memos, and reports.
Managerial	Complex - Work requires supervising and monitoring performance for a regular group of employees including providing input on hiring/disciplinary actions and work objectives/effectiveness, performance evaluations, and realigning work as needed. A first line supervisor typically performs these functions.
Budget Responsibility	Substantial - Has responsibility for final approval of at least one division budget and presents the budget(s) to Senior Management. Is authorized to approve division budgeted expenditures for both staff and resources up to the amount that requires the approval of Senior Management.
Policy/Decision Making	Significant - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts is typically reviewed prior to being finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Interpersonal / Human Relations Skills	High - In addition to the sharing of information, interactions at this level may also include providing advice to others outside direct reporting relationships on specific problems or general policies/procedures. In many of the interactions, contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Making presentations ☒ Observing work site ☒ Observing work duties ☒ Communicating with co-workers
Fine Dexterity	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Computer keyboard ☒ Telephone keypad ☒ Calculator ☒ Calibrating equipment
Walking	☐ N ☐ R ☐ O ☒ F ☐ C	☒ To other departments/offices ☒ Around work site
Lifting	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Carrying	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Supplies ☒ Equipment ☒ Files
Sitting	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Desk work ☒ Meetings ☒ Driving
Reaching	☐ N ☐ R ☐ O ☐ F ☒ C	☒ For supplies ☒ For files
Handling	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Paperwork ☐ Monies
Kneeling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Crawling	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Under equipment ☐ Inside attics/pipes/ditches

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Pushing/ Pulling	☐ N ☐ R ☒ O ☐ F ☐ C	☒ File drawers ☒ Equipment ☒ Tables and chairs ☐ Hoses
Climbing	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Stairs ☒ Ladders ☒ Step stools ☒ Onto equipment
Vision	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Reading ☒ Computer screen ☒ Driving ☒ Observing work site
Foot Controls	☐ N ☐ R ☒ O ☐ F ☐ C	☒ Driving ☐ Operating heavy equipment ☐ Operating Dictaphone
Balancing	☐ N ☒ R ☐ O ☐ F ☐ C	☒ On ladders ☒ On equipment ☒ On step stools
Bending	☐ N ☐ R ☐ O ☒ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground ☒ Making repairs
Crouching	☐ N ☒ R ☐ O ☐ F ☐ C	☒ Filing in lower drawers ☒ Retrieving items from lower shelves/ground
Hearing	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public ☒ Listening to equipment
Twisting	☐ N ☐ R ☐ O ☐ F ☒ C	☒ From computer to telephone ☒ Getting inside vehicle
Talking	☐ N ☐ R ☐ O ☐ F ☒ C	☒ Communicating via telephone/radio, to co-workers/public

Other		(Explain)

Physical Demands (continued)

Machines, Tools, Equipment and Work Aids:

Telephone, fax machine, calculator, copier, vehicle.

Computer Equipment and Software:

Personal computer, printer, scanner, Microsoft Office, Lotus Notes, Gymaps, OPS 32, SCADA, Naviline.

Environmental Factors:

Environmental Conditions	Never	Seasonally	Several Times Per Month	Several Times Per Week	Daily
Extreme temperature (heat, cold, extreme temp. changes from outside work)	☐	☒	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☐	☒	☐	☐	☐
Respiratory hazards (fumes, gases, chemicals, dust and dirt)	☐	☒	☐	☐	☐
Noise and vibration (sufficient to cause hearing loss)	☐	☒	☐	☐	☐
Physical hazards (high voltage, dangerous machinery, aggressive prisoners, patients – not customers)	☐	☐	☒	☐	☐

Health and Safety Conditions:

Health and Safety Conditions	N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
	Never occurs	Less than 1 hour per week	1/3 or more of the time	From 1/3 to 2/3 of the time	2/3 or more of the time
Mechanical hazards	☐	☐	☒	☐	☐
Chemical hazards	☐	☐	☒	☐	☐
Electrical hazards	☐	☐	☒	☐	☐
Fire hazards	☐	☒	☐	☐	☐
Explosives	☐	☒	☐	☐	☐
Communicable diseases	☐	☐	☒	☐	☐
Physical danger or abuse	☐	☒	☐	☐	☐
Other (specify)	☐	☐	☐	☐	☐

Primary Work Location:

☒ Office Environment
☐ Warehouse
☐ Shop
☐ Vehicle
☐ Recreation Centers/Neighborhood Centers
☐ Outdoors
☐ Other (Specify)

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Protective Equipment Required:

Safety vest, steel toe boots, hard hat, gloves, eye protection, ear protection.

Job Demands

Overall Strength Demands:

Overall Strength Demands	
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
☐ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly AND/OR walking or standing to a significant degree.
☒ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	☒	☐	☐	☐
Emergency Situations	☐	☒	☐	☐
Frequent Change of Tasks	☒	☐	☐	☐
Irregular Schedule/Overtime	☐	☒	☐	☐
Performing Multiple Tasks Simultaneously	☒	☐	☐	☐
Working Closely with Others as Part of a Team	☒	☐	☐	☐
Tedious or Exacting Work	☐	☒	☐	☐
Noisy/Distracting Environment	☐	☒	☐	☐
Other (Describe below.)	☐	☐	☐	☐

EXPECTED BEHAVIOR:

Manager/Supervisor – Expected Behavior

The incumbent is expected to embrace, support, and promote the City's core values, beliefs, and culture, which include but are not limited to the following:

- Be positive. Do not participate in gossip or allow gossip or negative comments
- Make time for your employees.
- Maintain confidentiality
- Ensure work plans are prepared and communicated to employees at the time of hire and subsequent dates.
- Ensure evaluations in your area are turned in on time, and are fair and accurate reflections of the work performed for the entire evaluation period.
- Ensure all new employees are trained and mentored
- Prepare career plans. Ensure tools/resources are available for employees to achieve goals
- Walk the talk – be an advocate for the Goodyear culture
- Make communication within your department a top priority
- Encourage positive feedback
- Be accountable – submit responses to all requests for information by due date and meet deadlines.
- Support a learning environment
- Be on time for all meetings
- Be a champion of the cities policies and procedures and the classification and compensation program.
- Create and implement ethical standards for your worksite
- Respond to personnel issues immediately
- Ensure employees are allowed to participate ion teams and have time to do so
- Prepare and update standard operating procedures, and departmental operation plans annually.
- Ensure that your employees have the necessary resources they need to be successful within budgetary constraints.
- Be accountable for monthly/annual budget expenditures and be fiscally responsible
- Monitor department accomplishments related to performance indicators
- When wrong, state so
- Discussing and planning should be followed up with action
- Let common sense prevail
- Motivate your employees – provide positive feedback
- Be visionary – anticipate issues
- Mentor and build internal capacity in order for the employees to be able to compete
- Support organizational change
- Support the City's values and mission
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors, and vendors.
- Understand and interpret City policies and procedures, and make rational decisions/ recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and practices and adhere to responsibilities concerning safety prevention, reporting, and monitoring. Safety is everyone's responsibility. Make it a critical part of the day to day operations
- Encourage teamwork and participation by all employees

- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Director	Signature of Department Director	Date

Comments:_____

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The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.