UTILITY SUPERVISOR

POSITION SUMMARY

Responsible for the oversight of the operation and maintenance of the city's Water Distribution, Wastewater Collection, and Stormwater Collection. Assists in assuring compliance with the monitoring, sampling, and reporting requirements of the Water Utilities Department. Promotes a professional relationship with the North Dakota Department of Environmental Quality and Region 8 of the US Environmental Protection Agency.

RESPONSIBILITIES

Essential Duties:

- Provides technical advice and guidance to employees.
- Monitors employee performance.
- Coordinates water utilities activities and projects.
- Performs on-call duties as assigned.
- Responds to and investigates problems and complaints regarding assigned services and tracks responses to ensure the problems and complaints are appropriately resolved.
- May assume duties of department manager in their absence.
- Develops and delivers water utility programs for area businesses.
- Works with food service establishments and industrial wastewater customers, including education and training of city staff and the public.
- Performs compliance inspections, investigates illicit discharges, and reports violations.
- Maintains inventories of supplies and materials for the Water Utilities Department.
- Assists with departmental budget development and monitors expenditure activity.
- Oversees the monitoring, maintenance, and repair of facilities, vehicles, tools, machinery and equipment.
- Assesses capital replacement needs.
- Develops professional relationships with local, state, and federal agencies related to the regulations of the water utilities department.
- Conducts regulatory reviews to ensure the water utilities department is complying with all associated permits.
- Performs scientific sampling and testing as assigned to ensure compliance with federal, state and local regulations.
- Performs other duties of a similar nature or level.

Knowledge, Skills, and Abilities:

- Knowledge of city policies and procedures.
- Knowledge of job associated hazards and safety practices.
- Knowledge of methods, materials, equipment, and tools as assigned.
- Familiarity with billing procedures and policies as assigned.
- Customer relations and service techniques.
- Preparing clear and concise reports and memos.
- Ability to maintain files, records, and inventories.
- Ability to monitor staff and schedule work assignments.
- Water and wastewater sampling and testing techniques and procedures.

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- Proper installation, operation, repair and replacement of Water Utility Infrastructure.
- Knowledge of plumbing and cross connection procedures.
- Knowledge of federal, state, and local Phase II Stormwater Regulations, Safe Drinking Water Act and Clean Water regulations.
- Knowledge of and ability to use GIS, SCADA, and asset management systems
- Ability to use a variety of office equipment and related applications.

Judgment/Decision Making:

- Develop objectives, policies, and procedures for and maintenance of Water Distribution, Wastewater Collection, Stormwater Collection Systems within the general scope of Water Department goals and plans.
- Exercise independent judgment in normal day-to-day operations.
- Solve complex issues under the direction of manager.
- Make accurate decisions to ensure safety of employees and the public.

RELATIONSHIPS

Leadership/Supervisory Responsibilities

- Supervise Water Department operators in their daily operations.
- Assist department manager with personnel issues such as hiring, training, performance reviews, and discipline.

Relations to Others

- Position requires substantial contact on a regular basis with employees of several city departments, and with the public. Contact with the public usually will involve explaining city policies and procedures.
- Entrusted with sensitive information relating to employees and/or city policies or functions.
- Use interpersonal and communication skills to establish and maintain internal and external relationships.
- Be innovative and creative if necessary to meet the needs of the citizens of the city.
- Make presentations to small groups of employees or the general public as requested.

SKILLS

Education and Experience:

- Associates Degree in Water/Wastewater Technology, Biology, Microbiology or Environmental Science
- Three years of directly related experience.
- Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Special Requirements: (All license and certification depends on the area of assignment.)

- Valid Driver's License;

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- North Dakota Class A Commercial Driver's License with airbrakes and tanker endorsements– must obtain within probationary period;
- Water Distribution Class III Certification (within three years depending on area of assignment);
- Wastewater Collection Class III Certification (within three years depending on area of assignment);
- North Dakota Department of Environmental Quality pH Certification – must obtain within probationary period;
- Backflow Preventer Tester Certification (within three years depending on area of assignment);

Work Environment:

- Work involves strenuous physical activities of various kinds with regular exposure to hazardous substances, potentially dangerous situations, unpleasant work conditions such as adverse weather conditions or great risk of accidents or ill health. Regular exposure to conditions which are unpredictable/uncertain and which result in risk of personal injury.
- Positions in this class typically require: climbing, balancing, stooping, kneeling, reaching, standing, walking, driving, lifting, finger dexterity, grasping, talking, hearing and seeing.
- May be subjected to moving mechanical parts, electrical currents, fumes, odors, dusts, gases, poor ventilation, chemicals, extreme temperatures, work space restrictions and intense noises. Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.

Classification: Grade 17 (PW-17)
FLSA: Non-Exempt
Updated to New Format: 2/6/13
Approved by CSC: 2/8/13, 12/13/13
Updated: 12/11/13, By PW Director Zuroff 09/25/2020, 6/28/22 by HR Nameniuk, Utilities Mgr. Zastoupil, PW Director Zuroff, 8/24/2022 by HR Hintz updated format to new pay scale; 9/22 Title changed from Chief Operator to Supervisor by Utilities Mgr. Zastoupil, HR Nameniuk; 2023 Budget change – pay grade change from 15 to 16, approved by Commission 3/7/2023, Pay grade changed from 16 to 17, approved by Commission 2024. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.