

WATER SYSTEM SUPERINTENDENT

General Statement of Duties

Performs difficult professional and managerial work planning, organizing and directing the operations and maintenance of the well-water production, treatment and distribution system and related appurtenances, ensuring compliance with regulatory agency requirements and County policies, locating water mains and service lines, overseeing and participating in construction, maintenance and repair projects involving the distribution system and water treatment facility, maintaining records and files, and preparing reports.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the operations and maintenance of the well water production and treatment, distribution system, and related facilities and equipment. Serves as Operator in Responsible Charge (ORC) of the well and distribution system. Work also includes responsibility for the customer service function. Work involves responsibility for staffing, budget development and administration, assistance with and advising the County Manager on long range planning for facilities and system capacity and technical compliance needs, establishing and maintaining records and reports necessary for full compliance with all regulations and for effective management decision-making, and ensuring effective productivity of assigned personnel. Work involves considerable public contact, initiative and judgement. Work is performed in accordance with State and Federal laws and regulations. Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arms-length, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires wet, humid conditions (non-weather), working near moving mechanical parts, working in high, precarious places, exposure to fumes or airborne particles, exposure to toxic or caustic chemicals, exposure to outdoor weather conditions, exposure to vibration and wearing a self-contained breathing apparatus. Work is performed under the general direction of the County Manager and is evaluated through conferences and reports for productivity, and compliance with required laws and regulations.

Duties and Responsibilities

Essential Job Tasks

- Plans, schedules, administers and supervises the operation of the water distribution system, wells, tanks, pump stations and related facilities; makes routine inspections of all facilities.
- Recruits and selects department personnel; assigns, directs, trains and inspects the work of staff; rewards, disciplines, coaches, counsels and evaluates staff performance; develops staff schedules; recommends transfers, promotions, suspensions, terminations, and demotions.
- Advises management and participates in planning for current and future capacity needs and systems modifications for regulatory compliance.
- Ensures compliance with Federal, State and local environmental laws; ensures

- compliance with permit requirements.
- Serves as ORC for the well operation, cross connection and back flow prevention and distribution systems.
- Supervises and participates in customer service, marketing, problem-solving, new customer registration, and fees.
- Evaluates utility customer service policies and procedures for effectiveness; recommends improvements.
- Attends Water Board meetings and advises Board and Manager on related issues.
- Prepares various complex and detailed reports and other types of correspondence; maintains records and files.
- Purchases supplies and equipment.
- Participates in land acquisition and engineering design review for new facilities.
- Plans, organizes, directs, and participates in the maintenance and repair of water pumping stations, elevated storage tanks, and related facilities; supervises the installation of water taps and meters; supervises the meter reading program, water service connections and disconnections, and related utility customer response.
- Receives and responds to customer complaints.
- Collects and delivers water samples.
- Develops annual operating and capital improvement budgets; monitors expenditures.

Additional Job Duties

Performs other related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skill, and Abilities

- Thorough knowledge of County and department policies and procedures.
- Thorough knowledge of the principles and practices of well operations, distribution transmission lines, pumping stations, metering, and other utility systems appurtenances.
- Thorough knowledge of applicable Federal, State and local laws, rules and regulations related to water and wastewater treatment, distribution and collection.
- Thorough knowledge in the use of the equipment required for the position.
- Thorough knowledge of effective management practices including staffing, motivation, communications, delegation, discipline, performance review, and other practices.
- Thorough knowledge of the effective organization and implementation of customer service, billing, and collections functions.
- Thorough knowledge of principles of customer accounts management.
- Thorough knowledge in preparing various reports and other types of correspondence.
- General knowledge in the use of standard office equipment and associated software.
- General knowledge of mechanical, electrical, and electronic trades as applied to wastewater treatment facilities and equipment maintenance and repair.
- Ability to analyze information and make effective decisions.
- Ability to maintain records and files.
- Ability to communicate effectively in oral and written form.
- Ability to make arithmetic computations.
- Ability to compute rates, ratios and percentages.
- Ability to understand and apply governmental accounting practices in maintenance of

financial records.

- Ability to establish and maintain effective working relationships with county official, industrial officials, regulatory officials, contractors, other employees, and the general public.

Physical Requirements

- Must be able to perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching sitting, standing, walking, pushing, pulling, lifting, fingering, seeing, tasting, smelling, talking, hearing, and repetitive motions.
- Must be able to perform medium work exerting up to 100 pounds of force occasionally and up to 25 pounds of force frequently, and up to 10 pounds of force constantly to move objects.

Desirable Education and Experience

Graduation from a college or university with a Bachelor's degree in business administration, or related field and extensive experience supervising water and/or wastewater treatment and/or distribution and collection systems, or an equivalent combination of education and experience.

Special Requirements

- Obtain NC Grade A Water Distribution, NC Grade B Well Water Treatment, and Cross Connection Control and Backflow Prevention certifications within one year of hire.
- Possession of a valid North Carolina driver's license.