

ASSISTANT SUPERINTENDENT - WATER SERVICE

NATURE OF WORK

This is responsible technical work supervising, coordinating and directing crews engaged in providing customer services, and customer complaint investigation for a large water distribution system.

Work involves responsibility for planning and supervising the meter maintenance program, customer service program, backflow prevention program and one-call utility location program provided by the Water Distribution Service Section. The work is usually performed with considerable independence as to methods and procedures of operation with assignments and general instructions being received from the Superintendent of Water Distribution. Work is reviewed through conferences and inspection of completed projects. An employee in this class may assume the responsibilities of Superintendent in his absence. Supervision is exercised over technical, skilled and semi-skilled subordinates.

EXAMPLES OF WORK PERFORMED

Assists in planning, organizing, scheduling and reviewing the work of subordinate operational personnel involved in the functions of the Water Distribution Service Section.

Manages the backflow prevention program to ensure proper measures have been taken to prevent or eliminate cross-connections and backflow incidents.

Manages the water distribution service staff so that internal and external customers of the Water System have the services necessary to conduct their business, including One Call locates, service taps, meter repair or replacement, and meter pit and service line inspections.

Monitors productivity and performance of water distribution service staff; schedules safety discussions and training and monitors compliance with safety and division rules and regulations; schedules staff training to enhance employee skill levels; prepares reports, leads special projects and participates in committees as requested.

Manages the meter shop to ensure maintenance of an annual schedule of meter testing and repair; implementation of a schedule for meter replacement and radio read installation; the recording of report results of the testing, repair and replacement program; and the maintenance and enforcement of the hydrant permit program.

Assists water distribution service staff with shutdowns, service turn off/on and inspections.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the various services rendered to customers by a large water distribution system.

Considerable knowledge of the water distribution main system.

Considerable knowledge of the materials, equipment, procedures and methods used in the efficient operation of a water meter repair shop.

Considerable knowledge of the hazards and necessary safety precautions of the work.

Considerable knowledge of water ordinances relating to service and distribution.

Considerable knowledge of the various services rendered to customers by a large water distribution system.

Ability to establish and maintain effective working relationships with the Transportation and Utilities Business Office, State and City-County Health Departments, Building and Safety, co-workers and customers.

Ability to read engineering drawings and plans for utility construction and plumbing systems.

Ability to plan, assign and supervise the work of technical, skilled and semi-skilled subordinates in complex and difficult work activities.

Ability to understand and effectively carry out both verbal and written requests and orders of a complex nature.

Ability to communicate effectively both orally and in writing.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent plus two years of experience in the operation, construction, repair and maintenance involved in water distribution and six months of experience in a supervisory capacity; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

Possession of a valid driver's license when operating a vehicle is necessary to the satisfactory performance of assigned duties.

11/12

PS5342