

## PUBLIC SERVICES SUPERVISOR

### General Statement of Duties

Performs responsible supervisory work leading a small crew in the installation, replacement, and repair of water and sewer lines, taps, sewer lift stations, residential sewer pumps, and appurtenances and general public works.

### Distinguishing Features of the Class

An employee in this class is responsible for supervising crew of workers engaged in the construction, maintenance and repair of water and sewer systems, streets, public facilities, sidewalks, sewer lift stations, residential sewer pumps, and appurtenances. Work involves participation in and supervision over an assigned project that requires technical or mechanical skill. The employee serves as back-up Operator in Responsible Charge for the Sewer Collection System and performs distribution system sampling and safety training for the work group. The employee may also operate automotive and/or construction equipment associated with a particular work activity. The employee is subject to working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, vibration, moving mechanical parts, electrical current, chemicals, fumes, odors, dusts, mists, gases, poor ventilation, and oils. Work exposure to raw sewage is also subject to the final standards of OSHA on blood borne pathogens. Work also requires on-call and call-back duties. Work is performed under general supervision and is reviewed by project inspections to evaluate work in progress and insure adherence to time and quality standards.

### Duties and Responsibilities

#### Essential Duties and Tasks

Supervises the work of a crew in the installation, repair, or replacement of water and sewer lines and facilities including manholes, hydrants, valves, and other system components; serves as back-up Operator in Responsible Charge of the sewer collection system; supervises the maintenance of water and sewer lines and installation of taps; supervises or performs water and sewer line locations and markings to ensure other contractors and utilities avoid damage to Town infrastructure.

Performs water distribution system sampling as required by the state; takes and prepares samples for laboratory analysis; monitors altitude valve on elevated water storage tanks.

Assists in development of bid specifications and with identifying needs and prices for budget requests.

Participates in hiring; performs performance coaching and evaluation with staff; provides orientation and training for staff; ensures teamwork; ensures staff have necessary tools, supplies and equipment for assigned task.

Plans, organizes, conducts and coordinates safety training for the crew.

Purchases parts, tools and supplies; ensures crew vehicles and equipment are maintained and serviced; performs minor repair to vehicles and equipment.

Supervises vector control; receives and assigns areas in response to complaints.

Supervises in the preventative maintenance, repair and replacement of sewer lift stations, residential sewer pumps and related mechanical and electrical equipment.

Supervises in the maintenance and repair of streets including repair of potholes, storm water systems, sidewalks, and related public works; leads and participates in the maintenance and repair of beach access sites.

Supervises in reading, assembling, installing and repairing meters; connects and disconnects water service; maintains, inspects, and repairs valves, manholes, hydrants, and other water

appurtenances; changes out registers.

Assigns tasks to workers in the field and inspects work in progress to assure conformance with instructions; provides training and performance feedback for employees; ensures that safety procedures are followed.

Operates construction equipment such as backhoes, loaders, trenchers, sewer vacuum and jetting machines, boring equipment, etc.; operates tapping machines.

Investigates complaints and trouble calls from the public and recommends action; communicates department policies, procedures, and plans to citizens.

Supervises building and related maintenance tasks including painting, carpentry, and plumbing.

Supervises preparation and clean up for storms, special events, etc.

Completes work orders and other records.

Acts in the absence of the Director.

#### Additional Job Duties

Performs related tasks as required.

### Recruitment and Selection Guidelines

#### Knowledge, Skills and Abilities

Considerable knowledge of the principles and practices associated with the repair, replacement and installation of water and sewer lines, sewer lift and residential pump stations and related appurtenances, streets, storm water systems, and public facilities.

Considerable knowledge of the tools, materials and equipment used in the repair and maintenance of the distribution and collections systems.

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

Considerable knowledge of the regulations and laws regarding water distribution and sewer collection systems.

Considerable knowledge of the Town's utility customer service policies and procedures.

Knowledge of modern and effective supervisory principles and practices including motivation, communication, leadership, performance coaching and evaluation, mentoring and team building.

Knowledge of the application of information technology to the work.

Knowledge of Town personnel and purchasing policies.

Some knowledge of the related engineering specifications.

Skill in the operation of heavy construction equipment.

Skill in customer service excellence and collaborative conflict resolution.

Ability to prepare and maintain records of work activities.

Ability to read and follow blueprints and construction drawings.

Ability to establish and maintain effective working relationships with supervisors, co-workers and the general public.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, feeling, talking, hearing, repetitive motions.

Must be able to perform 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 force constantly to move objects.

Must possess the visual acuity to operate machines and equipment including close inspection of moving and small parts, pipe assembly and repair, operation of mobile equipment and preparation of records and figures.

Desirable Education and Experience

Graduation from a community college with a degree in engineering technology, mechanical trades or related field and considerable experience in skilled maintenance and construction work, preferably in public utilities, including experience with the operation of heavy construction equipment and some supervisory experience; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina commercial driver's license.

Possession of Water Distribution grade B and/or Sewer Collection grade II.

May require possession of a Public Health Operator Pesticide Applicator certification.