

# CITY OF HELENA



**Position Title: Utility Maintenance Superintendent**

**Department: Public Works**

**Division: Utilities Maintenance**

**FLSA: Exempt**

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

**Job Purpose:**

The purpose of this position is to lead, supervise, plan, implement, direct and coordinate a wide variety of complex skilled management activities and technical operations of the Utilities Maintenance Division of the Public Works Department. The position oversees water distribution (including metering, backflow and cross connection control programs), wastewater collection, and storm water collection and treatment systems of the city. The position manages and coordinates assigned activities with other divisions, outside agencies and the general public and provides highly responsible and complex administrative support and professional management to the Public Works Director.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

**Leadership and Program Management:**

The position provides necessary leadership to plan, direct, develop and implement policy and procedure, to ensure effective and efficient operations intended to monitor, coordinate and budget for organizational needs regarding the staffing and operational activities of the Utilities Maintenance Division which includes the five functional areas described. This includes actions to develop, direct, coordinate, and review and monitor the work plan for the Maintenance Division; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products and employee performance, methods, and procedures; coordinates services and activities with those of other divisions and outside agencies and organizations. The incumbent directs capital improvement planning activities for the division; develops and implements programs and procedures for utility operations; recommends replacement, repair and maintenance schedules or system expansion requirements in each of the functional areas as to provide ongoing quality service in existing areas and in advance of growth in new areas; oversees audits for water, sewer and storm service delivery and connections; investigates system leaks and identifies needed repairs; monitors for illicit discharges to sewer or storm systems in accordance with city ordinance and approved policy, and applicable state or federal standards; identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff; and implements improvements. Develops, directs and implements utility maintenance infrastructure management programs to establish CMMS (comprehensive maintenance management system) and Geospatial Information Systems (GIS) for the system supervised; directs analysis and supervises the compilation of statistics and the maintenance of various records on water, sewer and storm water connections; directs the preparation and submission of necessary reports; and develops, directs and oversees information and management of various models used in the planning and analysis of the utility systems (Infowater, Infosewer and InfoSwmm). The incumbent provides staff assistance to the Public Works Director on a variety of complex utility operations and management issues including actions to recommend, draft and implement city ordinance and policy requirements regarding new and updated utility service connections; assists other divisions in the establishment of utility customer accounts, develops and administers procedures for service disconnection in the event of non-payment; initiates programs to discover and correct illegal or improper water, sewer, storm water connections and use of city services without approval or payment; and directs activities to ensure corrections are made.

**Supervision and Staff Management:**

The incumbent will lead a management team whose members have responsibility and accountability in each of the following five functional areas. For each functional area the incumbent will: develop, recommend and implement goals, objectives, policies, and priorities for assigned services and activities; recommend and administer policies and procedures; select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training based on division needs; work with employees to correct deficiencies; implement discipline and termination procedures;

supervise the safe and effective use and operation of tools, equipment, and vehicles; ensure that tools, equipment, and vehicles are safely operated, maintained, and secured when not in use; and monitor the scheduling of service, repair, and replacement of tools and equipment.

**Water Distribution System O & M:** The incumbent ensures the functional operation and accountability of the Water Distribution Supervisor. Functional areas include developing, directing, implementing and monitoring water main reactive maintenance activities such as main breaks and repairs as well as proactive maintenance programs including flushing hydrant and valve operation and maintenance programs; setting performance measures for distribution water quality, water system pressure control and operations and fire flow requirements and testing activities in coordination with Engineering and Building Divisions and the Fire Department.

**Metering, Backflow and Cross-connection Control Programs:** The incumbent ensures the functional operation and accountability of the Meter and Backflow Program Supervisor. Functional areas include oversight of the work of staff responsible for providing utility services to residential and commercial customers through water meter reading, installation, repair, replacement; cross-connection control and backflow testing services and activities; new service line inspection and acceptance; and collection and maintenance of utility customer service related information.

**Wastewater Collection and Storm water Collection and Treatment Systems O & M:** The incumbent ensures the functional operation and accountability of the Wastewater and Storm Supervisor. Functional areas include oversight of the work of staff responsible for providing sewer collections system (including pipe, manhole and lift station) maintenance and operation; storm collections systems (including pipe, ditches, manhole, inlets and ponds) operation, maintenance and repair services and activities; protection of storm water quality and discharges; and collection and maintenance of sewer and storm water system information.

**Utility GIS and Work-order Management Programs:** The incumbent ensures functional operation and accountability for the Division GIS Analyst. Functional areas include developing and maintaining Geographic Information data layers related to Public Works infrastructure for the water, wastewater, storm water and other utilities operated by the City of Helena to ensure data quality, data integrity and data consistency; supporting other staff who operate and maintain infrastructure databases and are responsible for analysis of collected data for capital planning, operation and maintenance, regulatory obligations and related needs.

**Administrative Functions:** The incumbent ensures functional and operational accountability with assistance from the Administrative staff. Functional areas include performing a variety of financial, accounting, and highly responsible, confidential and complex administrative duties and program and project support for the Division; planning organizing, overseeing, and conducting the operations and functions of the assigned office; providing ongoing program and project support to the Division and Public Works Department as needed, in support of supervisors, staff, other departments, outside agencies, various contractors and the general public.

#### **Financial Management and Budgeting:**

The position is responsible to develop and administer the Maintenance Division budget; forecast additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures; direct and implement adjustments as necessary. The position will determine the need for outside consultant or project services to meet goals and objective and work plans; develop and administer contracts for consultant services necessary to provide information and perform analysis on water, wastewater and storm water infrastructure operation, maintenance or expansion. The position will direct the updating and prioritizing of the water, sewer and storm water main replacement programs, coordinate project and related work schedules with other departments.

#### **Safety and Staff Development:**

The incumbent will formulate, direct and administer division preventive maintenance, in-service training, and safety programs that meet Federal and State standards; and ensure compliance with safety procedures. The position will attend and participate in professional group meetings; investigate, plan for and apply new trends and innovations in the field of water distribution and wastewater collection systems; lead improvements in maintenance

and operation of activities within the division including action to: ensure that all work performed is done in the safest possible manner and according to policies and procedures; require staff participation fully with safety trainings and reports and responds to unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible.

**Customer Service:**

The incumbent will direct responses to and resolution of difficult inquiries and complaints; respond to and resolve problems reported by the public to the City relating to water quality, billing amounts, and other Maintenance Division related operational and emergency complaints. The position will develop, recommend and implement policies and procedures to address customer issues related to proactive and responsible Utility operation and management.

**Essential Knowledge, Skills and Abilities Related to this Position:**

**Knowledge of:**

- Principles and practices of budget preparation and control.
- Principles of supervision, training, and performance evaluation.
- Operational characteristics, services, and activities of water distribution, wastewater and storm water collection systems and their maintenance and inspection programs necessary to operate effectively and ensure quality service delivery.
- Organizational and management practices and program planning, development and implementation as applied to the analysis and evaluation of water, wastewater and storm water utility programs, policies, and operational needs..
- Occupational hazards and standard safety precautions, proper methods, materials, techniques, equipment, and tools used in water distribution and wastewater/storm water collection system service, inspection, installation, construction, maintenance, and operation.
- Use and application of computers and software related to water, wastewater and stormwater collection systems and operations.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Principles and procedures of record keeping and reporting.

**Skill or ability to:**

- Operate modern office equipment including computer equipment.
- Operate a motor vehicle safely.
- Communicate effectively verbally and in writing.
- Accept responsibility, prioritize and make sound decisions be accountable for decisions made.
- Manage and coordinate the work of supervisory, technical and maintenance personnel and lay out clear expectations of work standards and goals.
- Select, supervise, train, and evaluate staff based on a set of objective and clear goals and objectives.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals and monitor utilization of manpower, equipment, and supplies.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Read, interpret, and apply a wide variety of technical information from manuals, drawings, specifications, layouts, blueprints, schematics, professional publications and trainings.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

**Physical Demands:**

Ability to work in a standard office environment with some exposure to outdoors in a construction setting understand mechanical hazards, electrical hazards, and chemicals; to travel to different sites and locations; available for on-call and stand-by in the event of emergencies or other division operational needs.

**Safety**

Performs all functions in the safest possible manner and according to policies and procedures. Participates fully with safety trainings. Reports unsafe work conditions and practices, work-related injuries, illnesses, and near-misses as soon as possible to assigned supervisor.

**Minimum Qualifications (Education, Experience and Training):**

This position requires a minimum of a Bachelor's degree (advanced degree recommended) from an accredited college or university with major course work in business or public administration, civil engineering, sanitary engineering, environmental engineering or a related field AND at least five years of responsible municipal operations, maintenance, and construction of water distribution or wastewater collection systems. This experience should include at least three years of management and supervisory experience. Other relevant combinations of education and work experience may be evaluated on an individual basis. **Years of directly related work experience may be evaluated and substituted for educational requirements.**

**License or Certificate:**

Must possess and maintain a valid driver's license with acceptable driving record at the time of hire or have the ability to obtain and maintain a valid MT driver's license within six months of hire.

Possession of, or ability to obtain, and maintain a Class I Water Distribution Operator Certificate issued by the State of Montana and Wastewater Collection Operator Certificate issued by California State University at Sacramento or other approved certification accepted by the City of Helena. On-going training in the field of backflow or cross connection control and storm water operation and management issue is recommended but certification not required.

**Supervision Received:**

Position is supervised by the Public Works Director.

**Supervision Exercised:**

Position exercises both direct and delegated supervision over administrative, supervisory, technical and maintenance staff within the division. Incumbent may serve as acting Public Works Director when assigned.

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.