



**DECEMBER 2018  
FLSA: EXEMPT**

## **OPERATIONS SUPERVISOR**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general supervision or direction, supervises, assigns, reviews, and participates in the work of staff assigned to a shift responsible for the operation and control of the wastewater treatment and support systems; ensures that wastewater treatment and other division functions meet all applicable laws, regulations, and District policies; provides professional assistance to District management staff in areas of expertise; performs a variety of technical tasks relative to the operations of the wastewater treatment plant facilities and systems; and performs other duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision or direction from the assigned supervisory and/or managerial staff. Exercises direct and general supervision over assigned technical and administrative staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory-level class in the plant operator job series. Incumbents exercise independent judgment for an assigned shift at a wastewater treatment plant. Incumbents oversee diverse and specialized operations and functions and have significant accountability and ongoing decision-making responsibilities. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of wastewater treatment plant operations staff either directly or through lead plant operators. Incumbents are expected to perform the most complex wastewater treatment plant operations and maintenance duties. This class is distinguished from the Chief Plant Operator in that the latter supervises, organizes, and coordinates multiple program activities and operations for assigned wastewater treatment plant operations, including multiple wastewater treatment plants.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.*

- Plans, prioritizes, assigns, supervises, reviews, and participates in the work of assigned operations staff responsible for the monitoring, operation, and control of wastewater or generation of electrical power through the treatment plants.
- Carries out the District's safety program; ensures subordinates follow safety policies in work methods and procedures; enforces proper safety precautions while working in dangerous situations; educates employees on rules, regulations, safe work habits and potential hazards presented by their work environment.

- Establishes schedules and methods for providing operations and repair services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Recommends and assists in the implementation of goals and objectives; develops and implements operational changes; writes procedures and control methods to ensure compliance with established standards and regulatory requirements; prepares special reports of plant performance, operational changes, staff activities, and for reporting requirements to various regulatory agencies.
- Participates in the selection of operations staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards; performs performance reviews; ensures adherence to safe work practices and procedures; facilitates emergency preparedness and technical and safety training.
- Participates in the preparation and administration of assigned program budget; submits budget recommendations; monitors expenditures.
- Performs frequent sight and sound inspections of plant process units, power generation units, equipment, and facilities to ensure safe, effective, and efficient operation of wastewater treatment facilities and/or generation of electrical power in accordance with Federal and State regulations; reviews data collected and submitted by plant operators regarding status of plant operations and condition of equipment and facilities; supervises the completion of operation and maintenance records.
- Reviews and evaluates a variety of operational data from daily logs, meters, gauges, and computer-generated reports; uses data to maintain plant process control and complete reports including Monthly Summary of Operations.
- Handles, coordinates and interacts with various cities, counties and state agencies related to sewage spills, biosolid spills and collection system emergencies; serves as first authority in activating the agencies' Incident Command System.
- Monitors wastewater flow, treatment unit processes or power generation to ensure efficient operation and compliance with permit requirements; reports compliance to management and takes corrective action as required; tracks and controls the expenditures of approved budget to ensure the efficient and effective use of available resources; maintains inventory control of expendable supplies and replacement equipment parts; orders supplies when necessary.
- Supports Capital Improvement Program (CIP) projects to minimize impacts on plant operations and ensures that projects remain on schedule.
- Performs the most difficult wastewater treatment plant operations and repair duties and provides technical assistance to operators.
- Reads and interprets plant piping and distribution plans; assists in locating and troubleshooting malfunctions.
- Answers questions from internal departments; serves as maintenance management system gatekeeper for plant maintenance activities; provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in assigned operations field; researches emerging products and enhancements and their applicability to District needs.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Methods and techniques of conflict resolution and negotiation.
- Operations, services, and activities of assigned operations program.
- Principles and practices of operations and control systems program development and administration.
- Wastewater plant processes, equipment, procedures, and practices, including a basic understanding of blueprints, P&ID drawings, job specifications, and construction documents.
- Basic principles and practices of budget planning and capital improvement program development, administration, and accountability.
- Safety principles, practices, and procedures of engineering and construction inspection and related facilities, equipment, and materials used in wastewater treatment and wastewater collection systems.
- Materials, methods, practices, tools, and equipment used in operation and repair programs.
- Construction, maintenance, and operating characteristics of wastewater treatment facilities.
- Technical principles and practices of engineering design, specification, and cost estimate preparation.
- Technical report writing and preparation of correspondence.
- Principles and applications of critical thinking and analysis.
- Principles and procedures of record keeping.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles of mathematics and their application to operations work.
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, maintenance management systems, SCADA systems, spreadsheets, and databases.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations, and with property owners, developers, contractors, and the public.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors and District staff.

### **Ability to:**

- Plan, organize, schedule, assign, review, and evaluate the work of and train staff.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Promote individual growth and development of assigned staff in the performance of work assignments.
- Effectively resolve conflict within assigned area of responsibility.
- Apply critical thinking and analysis to a broad range of situations.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively communicate, negotiate and influence behavior at all levels both internally and externally.
- Evaluate and recommend improvements in operations, procedures, policies, or methods.
- Develop cost estimates for supplies and equipment.
- Organize, implement, and direct facilities operations functions and activities.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Maintain confidentiality in maintaining critical and sensitive information and be discreet in handling and processing confidential information and data.

- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Use critical thinking techniques and methods in reaching decisions.
- Perform the most complex operations duties and operate related equipment safely and effectively.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record keeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and software programs such as a SCADA system.
- Work extended hours, including nights, weekends, and holidays when necessary.
- Ensure adherence to safe work practices and procedures in the workplace.
- Operate a motor vehicle and travel to various District sites, projects and/or meetings.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OCSD.

1. Associate's degree or 60 semester units from a college or university accredited by the U.S. Department of Education, with major coursework in wastewater treatment plant operations, engineering, construction management, or a related field; AND,
2. Six (6) years of increasingly responsible work experience in wastewater treatment plant operations, including two (2) years of lead or supervisory responsibilities.

**Licenses and Certifications:**

- Valid Class C California Driver's License.
- Valid Grade IV California Wastewater Treatment Plant Operator's Certificate.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; ability to travel to various District sites, projects and/or meetings; work in the field and wastewater treatment facilities; strength, stamina, and mobility to perform medium to heavy physical work; to work in confined spaces, around machines and to climb and descend ladders, and to operate varied hand and power tools and equipment. Vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the

telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 40 pounds and heavier weights with the use of proper equipment.

### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.