



**TAHOE CITY PUBLIC UTILITY DISTRICT**  
**Job Description**

**Job Title:** Technical Services Supervisor  
**Department:** Support Services - Technical Services Division  
**Supervised By:** Director of Support Services  
**FLSA Status:** Exempt  
**Revised as of:** January 2016

**JOB SUMMARY**

To plan, organize, direct and supervise a wide variety of technical and administrative operations related to plan reviews, inspections and ordinance compliance; to manage Development Agreements, Cross Connection Control, Fats, Oils and Grease, and Water Conservation compliance activities; and to perform a variety of technical tasks relative to assigned areas of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Director of Support Services.

Exercises direct supervision over assigned technical and clerical personnel.

**ESSENTIAL FUNCTIONS**

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Oversee all aspects of residential and commercial water and sewer service permitting, processing, billing, inspections and record keeping.
- Plan, prioritize, assign, supervise and review the work of staff involved in plan reviews, inspections, and ordinance compliance.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for and monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Review, coordinate, inspect, document and accept private development and pipeline extension projects related to water and/or sewer services; recover associated District costs.
- Manage customer relations in the areas of residential and commercial water and sewer new construction, remodel and Ordinance enforcement.
- Issue and interpret rules and regulations relating to sewer and water permit administration and enforcement.

- Answer questions and provide information to the public; investigate and analyze property owner claims, complaints or disputes and recommend appropriate course of action as necessary to resolve such.
- Assist with the preparation, administration, enforcement and update of District ordinances; maintain records; carry out various policies and procedures related to District facilities and sewer and water service facilities.
- Administer the District's cross-connection control program; review and oversee District's cross-connection control program to ensure compliance with all applicable regulations; conduct site surveys to determine if there are cross-connections on the premises that may pose a threat to the quality of the water in the distribution system, determine the degree of hazard, recommend appropriate mitigation procedures, and enforce compliance with District Ordinances.
- Oversee and may inspect methods and materials for development or private customer related sewer and water main extensions, laterals, house service connections, and appurtenances, as assigned, to ensure compliance with plans and specifications in accordance with pertinent District, County, State and Federal guidelines, Ordinances, codes and regulations.
- Administer the District's Fats, Oils and Grease (FOG) program; conduct site inspections, determine appropriate grease reduction methods for each site and enforce compliance with District ordinances.
- Determine appropriate billing for all residential and commercial water and sewer customers; provide billing information to appropriate accounting or administrative staff.
- Develop and/or provide support for the development of water and sewer construction standards, including details and technical specifications, various technical policies and procedures, and recordkeeping systems and methods.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish and maintain effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

## **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Conduct studies, analyze data, make recommendations and prepare reports on a variety of subjects.
- Direct a variety of activities designed to promote water conservation and other public information throughout the District.
- Work with outside agencies regarding residential and commercial permitting, billing, inspections, building department functions and environmental health functions.
- Under direction of the Engineering Department, assist with project management of District capital improvement projects, including consultant selection, design, review, permitting, bidding, contract management, construction management, inspection, customer coordination, etc.
- Prepare a variety of District reports and presentations as requested.
- Perform all other duties as assigned.

## **EMPLOYMENT STANDARDS**

### **1. Knowledge of:**

- Zoning ordinances, assessments, encroachments and District and County policies and procedures involved with pipeline extensions, public works construction projects and practices, principles and specifications, ordinances, operation and facilities.
- Standard and accepted methods, tools, materials and equipment utilized in the installation and testing of water and sewer pipelines.

- Principles of supervision, training and performance evaluation.
- Principles of budget preparation and monitoring.
- Pertinent District, local, County, State and Federal laws, Ordinances, codes, rules and regulations.
- Principles and practices of safety management.
- Standard and accepted principles of design and operation of water sources, transmission and distribution systems; wastewater collection and treatment systems.
- Various hydraulic conditions that allow backflow to occur, in addition to the various activities which may create the requirement for backflow prevention.
- Principles and practices of project management, including design, consultant management, project estimating, public bidding, contract administration, scheduling, inspection and close-out.
- Principles and practices of negotiation, conflict management, and dispute resolution.
- Modern office practices, methods, and computer equipment.
- Safe work practices.
- Principles and practices of customer service.

## **2. Ability to:**

- Organize, implement and direct the operations and activities of the Technical Services division.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Analyze and interpret data.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Prioritize and exercise sound judgment within areas of responsibilities.
- Interpret and explain pertinent division and department policies and procedures.
- Set, interpret, apply, explain and reach sound decisions in accordance with laws, regulations, policies and procedures.
- Prepare clear, accurate and concise records, reports, written narratives, correspondence and notices.
- Assist in the development and monitoring of an assigned program budget.
- Read, understand and interpret blueprints and plan specifications.
- Apply property location methodology and property description practices effectively.
- Organize and prioritize a variety of tasks in an effective and timely manner for self and others.
- Supervise, train and evaluate assigned staff in an effective and positive manner.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate clearly, concisely, and tactfully both orally and in writing.
- Understand both oral and written instructions and carry out in a positive manner.
- Operate and use modern office equipment including computers and applicable software.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

## **EDUCATION AND TRAINING REQUIREMENTS**

**1. Education and Experience Requirements:**

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor’s degree from an accredited college or university in engineering, construction, or a closely related field.

Experience: Three (3) years of progressively responsible experience in sewer and water system permitting, construction, operation and maintenance methods and procedures, with one year in an advanced or lead capacity.

**2. Certification & Licensing Requirements:**


- Possession of appropriate and valid driver’s license and driving record that complies with District policy.
- Certification as an American Water Works Association (AWWA) Backflow Prevention Assembly General Tester, or ability to obtain within 12 months of appointment.
- Certification as an AWWA Cross-Connection Control Specialist, or ability to obtain within 18 months of appointment.
- Certification as an American Water Works Association (AWWA) Water Use Efficiency Practitioner Grade 1, or ability to obtain within 18 months of appointment.
- Possession of a valid D2 Water Distribution Operator Certificate issued by the California State Department of Public Health, or ability to obtain within 18 months of appointment.
- Possession of a valid Grade II Collection System Maintenance Certificate issued by the California Water Environment Association, or ability to obtain within 18 months of appointment.
- Possession of a valid T1 Water Treatment Plant Operator Certificate issued by the California State Department of Public Health, or ability to obtain within 18 months of appointment..

**WORKING CONDITIONS**

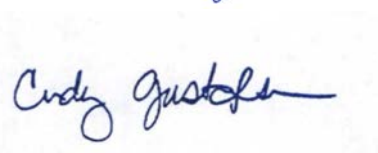
Work is primarily performed in a typical temperature controlled office environment subject to typical office noise and conditions. Position requires working beyond normal business hours, attendance at evening meetings and/or weekend work and the ability to travel. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

**Reviewed by:** 

**Date:** 12/23/2015

**Classified by:** 

**Date:** 01/15/2015

**Approved by:** 

**Date:** 01/15/2015