

## 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 direction, supervises, assigns, reviews, and participates in the work of staff on an assigned 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 OC San policies; provides professional assistance to OC San management staff in areas of expertise; performs a variety of technical tasks related to the operations of the wastewater treatment plant facilities and systems; and performs duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned managerial staff. Exercises direct and general supervision over assigned technical and administrative staff.

### **CLASS CHARACTERISTICS**

This classification is the supervisory-level class within assigned operations division, exercising independent judgment on diverse and specialized functions with significant accountability and ongoing decision-making responsibilities for an assigned shift at a wastewater treatment plant. Responsibilities include planning, organizing, supervising, reviewing, and evaluating the work of wastewater treatment plant operations staff either directly or through Lead Plant Operators and providing support to assigned management staff in a variety of areas. 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 operations staff on an assigned shift responsible for the monitoring, operation, and control of wastewater or generation of electrical power through the treatment plants.
- Provides leadership, guidance, and training to less experienced staff; promotes individual growth and development in the performance of work assignments in areas of responsibility; facilitates emergency preparedness and technical and safety training.
- 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; identifies, develops, and implements operational changes; writes procedures and control methods to ensure compliance with established standards and regulatory requirements.
- Participates in the selection of operations staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.
- Participates in the preparation and administration of assigned program budget; submits budget recommendations; 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.
- Performs frequent sight and sound inspections of wastewater flow and plant process and/or 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 and ensure compliance with permit requirements; reports compliance issues to management and takes corrective action as required.
- Reviews data collected from daily logs, meters, gauges, and computer-generated reports and submitted by plant operators regarding status of plant operations and condition of equipment and facilities; prepares special reports of plant performance, operational changes, staff activities, and for reporting requirements to various regulatory agencies.
- 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.
- Coordinates work and projects with other divisions, departments, and outside agencies; 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.
- Attends and participates in professional group meetings; stays abreast of new and pending regulatory legislation and new trends and innovations in assigned operations field; researches emerging products and enhancements and their applicability to OC San needs; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Responds to inquiries in a courteous manner; provides information within the area of assignment; and investigates and resolves complaints in an efficient and timely manner.
- Ensures compliance with all safety program rules, procedures, and protocols; 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.
- Performs duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and practices of operations and control systems program development and administration.
- Principles and applications of critical thinking and analysis.
- Methods and techniques of conflict resolution and negotiation.
- Operations, services, and activities of assigned operations program.
- Advanced principles, practices, operating procedures, materials, and equipment related to the operation

- and maintenance of a wastewater treatment plant and related facilities or generation of electrical power.
- Advanced operating principles and preventative maintenance methods and techniques related to plant equipment.
- Advanced methods and techniques of reading and interpreting gauges, recording devices, and related system monitors.
- Emergency maintenance and repair procedures related to wastewater treatment facilities.
- Safety principles, practices, and procedures of all facilities, equipment, and materials used in operations including the proper handling of chemicals.
- Basic engineering and construction management principles.
- Technical report writing and preparation of correspondence.
- Basic principles and practices of budget planning, development, administration, and accountability.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Principles and procedures of record keeping and reporting.
- Advanced principles of chemistry, biology, and mathematics, and their application to operations work.
- Techniques for effectively representing OC San 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 techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Effectively communicate, negotiate, resolve conflict, and influence behavior at all levels both internally and externally.
- Apply critical thinking and analysis to a broad range of situations and decision-making.
- Organize, implement, and direct facilities operations functions and activities.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Develop cost estimates for supplies and equipment.
- Perform the most complex operations duties and operate related equipment safely and effectively.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solution.
- Effectively represent the department and OC San in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- 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.
- 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 a motor vehicle and travel to various OC San sites, projects, and/or meetings.
- Use tact, initiative, prudence, and independent judgment within general policy, legal, and procedural guidelines.

- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective 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 OC San.

1. Associate 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.
2. Six (6) years of progressively responsible work experience in wastewater treatment plant operations, which may include two (2) years of lead or supervisory experience.

**Licenses and/or Certifications:**

- Must possess a valid Class C California Driver's License.
- Must possess a valid Grade IV California Wastewater Treatment Plant Operator 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**

- Mobility to work in an office and in the plant; to sit, stand, and walk on level, uneven, or slippery surfaces; frequently reach, twist, turn, kneel, bend, stoop, squat, crouch, grasp, and make repetitive hand movement in the performance of daily duties; to climb and descend ladders, to operate varied hand and power tools and equipment, and to operate a motor vehicle and visit various OC San sites, projects, and/or meetings.
- Perform medium to heavy physical work; to lift, carry, push, and pull materials and objects up to 51 pounds with the use of proper equipment and/or assistance from other staff.
- Work requires entry into confined spaces that do not require permits or confined entry equipment and requires the use of proper protective safety equipment.
- Vision to read printed materials, recording devices, and related monitors and to inspect and operate equipment; color vision to read gauges and identify appurtenances.
- Field work requiring frequent walking in operational areas to identify problems or hazards.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and operate tools and equipment.

**ENVIRONMENTAL ELEMENTS**

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

- Field work with occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, heights, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

### **OTHER REQUIREMENTS**

- May be required to work extended hours, including nights, weekends, and holidays when necessary.
- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.