

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: May 12, 2015

POSITION TITLE: **ENGINEERING SERVICES SUPERVISOR**

GRADE LEVEL: G

SUPERVISOR TITLE: Engineering Manager – CIP & Development

FLSA Status: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA





DEFINITION

Under direction, to supervise and coordinate the activities of the Engineering Services Department providing customer and engineering services to the public and other departments.

CLASS CHARACTERISTICS

This is a full first line supervisory classification with responsibility for organizing and assigning duties, evaluating results, budget administration, conducting performance appraisals and recommending personnel actions such as hiring, promotion, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit. Positions at this level typically report to an assigned department head. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Supervise and coordinate engineering services and achieve assigned goals and objectives; recommend necessary resources, staffing, organizational structure and strategies
-  Review and evaluate work methods, procedures, services and products; identify and recommend evaluation standards and criteria; monitor and assess measures of effectiveness and efficiency
-  Recommend, implement and ensure compliance with operational policies and procedures
-  Participate in hiring, supervising, training and evaluating assigned staff; establish work standards and expectations; conduct performance evaluations; counsel and discipline employees as required

- ✎ Develop and recommend the department budget; participate in monitoring appropriations and expenditures; recommend mid-year adjustments as necessary
- ✎ Provide complex staff assistance to higher level management staff; investigate and prepare recommendations related to operational and administrative issues
- ✎ Provide policy, rules and regulations information to customers and the general public
- ✎ Maintain and update the Engineering Services Procedures Manual
- ✎ Receive and process all customer requests for services; e.g., meter service applications (water and sewer), annexations, will-serves, plan checks, bond splits, private well requests, hydrant meter accounts, reimbursement contracts, etc.
- ✎ Coordinate customer requests with other Department's which need to respond.
- ✎ Provide research and data input for the Annual Standby Tax - Special Assessment for the tax billing effort
- ✎ Provide research and data support to other departments (e.g., zone of benefit, APN and acreage updates, Assessment District acreage updates and data management updates)
- ✎ Provide billing history, service status and other research information for customer/developer-requested cost estimates
- ✎ Assist in preparation of CEQA documents and ensure proper posting for developer/capital improvement projects
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ Complex principals and practices of public utility service, customer service, and engineering research
- ✎ Principles of employee supervision including training, development and performance evaluation
- ✎ Techniques of public agency budget administration
- ✎ General principles of public administration and management related to the implementation and evaluation of programs, operations and services
- ✎ Principles and practices of sound safety management
- ✎ Applicable laws, policies, codes and regulations

Ability to:

- ✎ Implement and evaluate a full range of engineering/customer services
- ✎ Evaluate operational and administrative problems and formulate effective strategies and solutions
- ✎ Select, supervise, train and evaluate assigned staff
- ✎ Assist with preparation and administration of department budget
- ✎ Interpret and apply laws, codes, regulations, policies and procedures
- ✎ Comply with and enforce the District's Safety, Health and Environmental policies
- ✎ Gain cooperation through discussion and persuasion

SELECTION GUIDELINES

The appropriate knowledge, skills and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) to five (5) years' customer service experience with a public utility with at least two (2) years of supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team).










Training: Equivalent to an associate of arts degree with major course work in business or public administration.

Licenses and Certificates:

-  California Class C driver's license, required
-  Notary Public Certificate, desirable

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

-  Communicate verbally with District management, co-workers and the public in face-to-face, one-on-one and group settings
-  Regularly use a telephone for communication
-  Use office equipment such as a Personal Computer, copier and Fax machines
-  Sit for extended time periods
-  Hearing and vision within normal ranges
-  Carry, push, reach and lift up to 20 lbs. routinely
-  Reach at above shoulder heights (5%); at shoulder height (5%); below shoulder height (90%)
-  Occasionally stoop, kneel or crouch
-  Sufficient manual dexterity to operate equipment

Employee Signature

Date

Supervisor/Manager Signature

Date