



Operations Superintendent

FLSA Status: *Non-Union*

Union Status: *Exempt*

Salary Grade: 119

Safety Sensitive: *No*

General Definition of Work

The Operations Superintendent is responsible for overseeing the operation of water treatment facilities, ensuring that water treatment facilities operations comply with all local, state and federal regulatory mandates, provide professional level supervision and evaluation of assigned staff; scheduling and directing shift work; and assisting with the preparation and delivery of training. This position plays a key role in overall operations and shares in the responsibility for staff hiring and training, and other major aspects of daily operations.

Supervision Received

Works under the administrative direction of the BDD Facilities Manager or Source of Supply Operations Manager.

Supervision Exercised

Supervises treatment facility operators in a 24/7/365 environment.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. A position may not include all the duties listed and the listed examples are not an exhaustive list of the duties that may be found in a position in this class.

Essential Functions

- Plans, organizes and directs the work and supervises the Operations staff.
- Develops Standard Operating Procedures and Standard Operating Job Procedures for use by Operations staff in the execution of work at the facility.
- Supervises and monitors the routine and emergency operations of the water facilities and equipment and ensures a continuous safe water supply to the existing distribution system. Maintains the proper stock levels of water treatment chemicals and other consumables necessary for ongoing water production.
- Oversees and inspects operations and confers with and advises plant operators on problems encountered in the operation of the facility.
- Ensures that the facilities comply with applicable drinking water regulations and is responsible for regulatory reporting. Ensures accurate entry of data into, and routinely backs up, the Operations database.
- Works in partnership with the designated Environmental Regulatory Compliance Officer to ensure compliance with regulatory mandates and ensures accurate entry of operational data into computer database.
- Participates in annual budget preparation; and coordinates the preparation and submission of periodic and special operating and financial reports, as required.
- Reports water facilities maintenance needs to the Maintenance Superintendent and makes recommendations for preventive and corrective maintenance of equipment.

- Assists, as needed, in the development of plans and specifications for facilities expansion, development of long-range plans for facilities operations; manages and implements decisions, plans, and policies as directed by superiors.
- Interprets technical and operational manuals, blueprints, jar studies and provides training to the operations staff.
- Provides recommendations to, and assists, the Training and Safety Officer in the development and implementation of safety policies and procedures.
- Assists with payroll for operations staff.
- Assists staff to achieve performance standards and identifies opportunities for continual improvement and development to performance standards
- Conducts hiring interviews and selects candidate(s) for job opening(s)
- Develops goals, documents performance, reviews, develops, and/or modifies work plans, methods, and procedures, determines work priorities
- Develop work schedules to provide adequate staff coverage and approval leave and time sheets. Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion
- Documents causes for disciplinary action, initiates letters of reprimand, and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses
- Ensures staff is attending training, including safety training on a regular basis
- Prepares, justifies, and/or administers the budget for program areas; plans, administers, and monitors expenditures to ensure cost-effective support of programs and policies; assesses financial condition of an organization.
- Provides performance feedback and formally evaluates the work of employees
- Provides reward and recognition for proper and efficient performance
- Provides work instruction, assists employees with difficult and/or unusual assignments, and encourages innovation
- Resolves problems, mediates conflicts encountered during daily operations, determines appropriate solutions, and promotes teamwork. Encourages regular communication and informs staff of relevant business issues and their impact on the organization

Knowledge, Skills, and Abilities

- Extensive Knowledge of conventional and advanced water treatment unit process theory and operation; practices and principles of management and supervision; surface water plant operations including the handling of treatment residuals; applicable laws and regulations governing management of human resources; safe drinking water, including applicable federal, state and local regulations related thereto; electrical control devices and similar equipment; complex water testing procedures and standards; water pumping and transmission; safety practices and safety program development and control. Knowledge of energy management; basic budget development and control; mathematics; English grammar, spelling and punctuation; and computer hardware and software used in the control, operation and maintenance of a water treatment facility.
- Skill in developing and maintaining business relations and in interacting with staff, management, regulatory agency personnel and the public; the application of supervisory principles and practices; applying operational concepts associated with surface water treatment and advanced water treatment; interpreting technical and operational manuals, blueprints, jar studies; effective oral and written communications; and developing and presenting technical training.
- Ability to exercise considerable independent judgment and initiative in carrying out assignments; work independently; direct staff in daily activities and emergency response situations; evaluate the work of staff; gather and analyze data, draw conclusions, and make and implement recommendations; identify operational problems and determine the appropriate course of action; prepare read and understand construction plans and specifications; estimate equipment, material and labor needs; assist in budget preparation; prepare written correspondence and reports; maintain records; establish and maintain effective working relationships with others; and effectively use standard and specialized computer software applications.
- **Attention to Detail** – Ability to be thorough when performing work and conscientious about attending to detail.
- **Coaching** - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

- **Conflict Management** – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.
- **Customer Service** – Ability to interact with customers in a friendly and professional manner, ability to work to resolve issues quickly and effectively, and is knowledgeable about products and services.
- **Deciding and Initiating Action** – Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks
- **Decision Making** – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative to decide, draw conclusions, or solve a problem
- **Delivering Results** – Ability to set high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.
- **Interpersonal Skills** – Ability to show understanding, respect, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relate well to different people from varied backgrounds and different situations.
- **Learning** - Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.
- **Mathematical Reasoning** - Solves practical problems by choosing appropriately from a variety of mathematical and statistical techniques.
- **Planning and Evaluating** – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes
- **Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.
- **Resilience** - Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- **Teaching Others** - Helps others learn through formal or informal methods; provides resources to help teach others; acts as a mentor.
- **Thinking Strategically** - Thinks strategically and promotes best practices and leading-edge ideas.
- **Writing** - Writes in a clear, concise, and organized manner for the intended audience.
- **Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place

Education Requirement

Associate's degree in water/wastewater technology, engineering, chemistry, management or related field. Bachelor's degree in water/wastewater technology, engineering, chemistry, management or related field is preferred.

Experience Requirement

Six (6) years of experience in water operations, two (2) years of which must include direct responsible charge (lead worker responsibility) over advanced water facility operations. Two (2) years of direct supervisory experience of staff in a water or wastewater treatment facility is preferred.

Education and Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education. Additional appropriate education may be substituted for the minimum experience requirements. Education may not be substituted for the required direct responsible charge or for supervisory experience. A bachelor's degree in water/wastewater technology, engineering, chemistry, management or related field may substitute for two (2) years of work experience. Additional education may not be substituted for the required lead worker or for supervisory experience.

Licensure and Certifications

- Must possess a valid New Mexico Water Systems Level IV State Certification or obtain the certification by reciprocity prior to hire.
- Must possess a valid driver's license upon hire and obtain a City of Santa Fe driving permit within three (3) months of hire.

Special Requirements

- Must pass WorkKeys™ skill assessment as a prerequisite for consideration for interview.
- Must be able to comply with respirator and other PPE requirements.
- Must have a telephone or an equivalent means of communication.
- Must respond to call out in the event of an emergency.
- May be required to perform shift work.

Physical Requirements

- Work is strenuous and may require extended periods of walking, standing, lifting to 50 pounds, carrying, bending, stooping, kneeling, crouching, reaching above the head and shoulders, speaking, hearing and good visual acuity.
- May be required to enter and work in confined spaces and climb ladders.
- Work may require irregular work hours, graveyard shift schedule, late meetings, travel; and may be called out to address emergency situations.

Working Environment

- Work is performed inside and outside, sometimes in inclement weather or slippery services and in confined spaces.
- Requires exposure to loud noises, vibrations, chemicals (including chlorine), toxic gases and fumes, germs, bacteria and allergens, microwaves, sunlight and oils.
- May be required to use an oxygen monitor in designated areas.
- May be subject to cuts, bruises, punctures, burns, broken bones, insect and/or snake bites.

EEO/ADA Compliance

The City of Santa Fe is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the city will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

Veterans' Hiring Initiative

Pursuant to City of Santa Fe Resolution No. 2013-079, the City of Santa Fe Human Resources Department has implemented a Veterans' Hiring Initiative policy to provide opportunities for veterans who meet or exceed the minimum qualifications for city employment to obtain City employment. The Governing Body does not guarantee that a veteran shall be hired for the position being applied for, only that the veteran will be given an interview; and it does not intend to supersede or modify any collective bargaining agreement that is currently in place with the City of Santa Fe.

Job applicants who are veterans with an honorable discharge from the military or are members of the National Guard or Reserve who have successfully completed basic training, must use the Veterans' Certification Form to identify themselves and then must attach a copy of their DD214 or DD215 and/or their proof of current Active, Guard or Reserve enlistment in order to certify their status for the position in which applying for.

Applications must be submitted online at: <https://santafenm.munisselfservice.com/employmentopportunities/>

Resumes will not be accepted in lieu of the city application form, unless the position status is at-will. When required of the position, high school diploma/GED, college degree(s), certification(s), or license(s) must be attached at the time of submission of the application. Each applicant is considered only for the current vacancy indicated on the application submitted. It is the responsibility of the applicant to monitor any future openings and to submit a separate application for each position. Incomplete applications will not be considered. Applications become public record upon receipt and may be made available for public inspection upon request. Pre-placement physical exams, and drug and alcohol screenings are required for some positions.

This job announcement is not intended to be inclusive of all functions, responsibilities and qualifications associated with the position, however, representative of the essential job functions and typical criteria considered necessary to successfully perform the position. This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Acknowledgement

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

I have read and understand the above job description. I verify that I meet the requirements and can perform the duties and responsibilities on this job description.

Print Employee Name

Date

Employee Signature