



**Job Title:** Water Distribution System Supervisor  
**Reports To:** Water/Wastewater Operations Manager

**Department:** Water Distribution  
**FLSA Status:** Non-Exempt  
**Effective Date:** July 1, 2018  
**Subject to Drug Testing:** Yes  
**Positions Supervised:** Water Distribution System Operators

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

## GENERAL SUMMARY

Serves as working supervisor / Water Distribution System Operator for the Water Department. Responsible for keeping water flowing from the water treatment plant in the water distribution system to LU customers in the most efficient and cost-effective manner. Performs routine, standardized daily assignments with moderate supervision, requiring care and skill to prevent damage to tools, equipment, public and/or private property, and prevent injury to self and others

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The primary function of the supervisor is to provide leadership to the other water distribution employees to ensure that that all essential duties and responsibilities are completed as needed. The supervisor is also responsible for promoting teamwork, positive atmosphere, quality of work, and advocate for safety.

In addition to the following duties:

- Plan, prioritize, schedule, and follow up on all crew work to ensure performance is acceptable and timely.
- Continually look for ways to ensure that the department is operating in an efficient, cost conscience manner, and in the best interest for the utility.
- Responsible for ensuring the full development of all staff from new hire to fully trained certified operators. This would include but not be limited to: providing hands on training, allow opportunities for skill development, simple explanations of how various systems work, take time to explain how complicated systems work, be an advocate for certifications, be a resource for classroom work, assist in developing study plans for examinations, provide feedback to employees regarding performance and development, and conduct formal employee performance reviews.
- Active in various industry associations and continuously pursuing new relationships and maintaining existing relationships with utility industry peers with similar responsibilities to ensure the department is current with best practices, aware of new technology, and other potential changes in the industry.

- Keep employees and supervisor informed of any pertinent information as well as opportunities for improvement.
- Signs off on various State and Federal reports as needed
- All other duties as assigned

Operates various trucks, equipment, power tools, hand tools, and diagnostic devices to maintain and repair water distribution lines and all related equipment. Such as service trucks, dump truck, backhoe, tow behind vacuum, gas/electric/air power tools, shovels, masonry tools, and carpentry tools.

1. Installs, performs maintenance, and repairs the water distribution system pipes, hydrants, valves, air release valves, and other related equipment.
2. Installs, performs maintenance, and repairs water service connections.
3. Utilize leak detection equipment for both pinpointing visible leaks and surveying in the water system to find non-surfacing leaks.
4. Modify water system by making hot taps, installing hydra stops, and inserta-valves.
5. Perform maintenance and repairs of various components of the water treatment plants and the water towers.
6. Perform flushing of water mains in the distribution system.
7. Inspects both new installation of water mains and laterals in the distribution system to confirm they meet City of Lebanon Standards.
8. Periodically assists in cleaning and maintaining vehicles, equipment, and work space such as washing, lubricating, checking fluid levels, changing oil and filters.
9. Complies with safety procedures established by regulatory agencies to ensure the protection of all workers.
10. Complies with safe and manageable traffic control procedures for all work in public rights-of-way.
11. Periodically assists with flagging and traffic control in work zones.
12. Answers questions and provides information to the public at work sites as needed.

#### **ADDITIONAL DUTIES AND RESPONSIBILITIES**

- Serves on 24-hour call for emergency situations as assigned.
- Performs other related duties as assigned.

#### **KEY PERFORMANCE STANDARDS**

- Performs all duties and responsibilities in compliance with OSHA and IOSHA standards.
- Ensures all equipment is safe to use prior to operating.
- Operates all equipment in a safe manner.
- Operates vehicles in compliance with posted speed limits and obeys all traffic laws.
- Ensures compliance with established ordinances.
- Meets all deadlines established by supervisor.
- Meets customer service standards established by Utility Service Board.
- Ensures all correspondence and forms follow Utility guidelines, are accurate, and free from errors.
- Obtains Water Distribution Operator Certification Class DSL (Distribution System Large) by Indiana Department of Environmental Management (IDEM).

Additional detailed expectations for this position can be found in the KPS Detail for the Water Distribution System Operator document.

## POSITION QUALIFICATIONS

- A. High school diploma or GED.
- B. Utility, construction, or other related work experience preferred.
- C. Ability to work in extreme weather conditions.
- D. Working knowledge of and ability to make practical application of department safety policies and procedures, and ability to properly operate a various trucks, tools, and equipment.
- E. Ability to physically perform assigned duties including: far vision, depth perception, hearing, communicating, handling, grasping objects, standing, kneeling for long periods, walking on uneven terrain, pushing, pulling, lifting, carrying objects weighing more than 50 pounds, reaching, bending, and crouching.
- F. Working knowledge of local geography and ability to read and interpret local maps.
- G. Ability to work alone and with others in a team environment, and maintain appropriate, respectful interrelationships with co-workers.
- H. Ability to understand and follow written and oral instructions/directions, and appropriately respond to constructive criticism.
- I. Ability to comply with all employer/department personnel policies and work rules, including attendance, safety, drug-free workplace, and personal conduct.
- J. Ability to effectively communicate with co-workers and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.
- K. Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate and hostile persons.
- L. Ability to occasionally work extended, weekend and/or evening hours.
- M. Ability to regularly serve on 24-hour call and respond swiftly, rationally and decisively to emergency situations.
- N. Possession of a valid Indiana driver's license and demonstrated safe driving record.

## WORK ENVIRONMENT

### **Physical Factors**

Duties may involve continuous physical exertion, such as far vision, depth perception, hearing, handling/grasping objects, standing, kneeling for long periods, walking on uneven terrain, pushing, pulling, lifting, carrying objects weighing more than 50 pounds, reaching, bending, and crouching/kneeling.

### **Environmental Factors:**

Performs a majority of duties outdoors and is frequently exposed to normal hazards associated with maintaining sanitary sewers such as heavy equipment, power tools, traffic, noise, grease, dirt, dust, vehicle fumes, extreme temperatures, and inclement weather. In responding to emergency situations, incumbent may be exposed to such hazards as dangerous gases and sanitary discharge. Safety precautions must be followed at all times to avoid injury to self and others.

Occasionally works extended, evening and/or weekend hours, and regularly serves on 24-hour call for emergency situations.

## EEO STATEMENT

Lebanon Utilities is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Utilities will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Water Distribution System Supervisor for the Lebanon Utilities describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes \_\_\_\_\_ No \_\_\_\_\_

Applicant/Employee Signature:

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KPS Detail for the  
Water Distribution System Operator  
Effective Date: July 1, 2018

This document outlines the detailed expectations for this position which relate to the listed Key Performance Standards(KPS) as described in the job description. The purpose of this document is to provide a detailed listing of specific job duties and progression from new hire to fully trained certified operator (FTCO).

To become a fully trained operator, it takes on the job training which relates directly to equipment skills, task skills, tool skills, other skills, and obtaining the necessary certifications.

New hire employees begin with a six-month introductory period then will progress through the various levels listed.

This position is required to be on-call rotation to monitor the water distribution system and to make needed repairs to the various components outside of regular business hours. The goal for new hires would be to go on-call no later than six months after their hire date.

The Experienced Operator classification is for an operator who can clearly do the bulk of the duties as defined in the job description and the corresponding KPS, however they do not have every skill and or certification listed to be considered a fully trained certified operator (FTCO). Also, this is an employee who has been in this position on or before January 1, 2003, employees hired or transferred to their current position after this date are not eligible for this classification. The classification for this level would be one step below the FTCO classification and would be eligible for cost of living increases as well as promotion to a FTCO.

**Equipment Skills:**

	Entry	L1	L2	L3	L4
CDL	1				
Service Truck	1	2	3		
Dump Truck (small)	1	2	3		
Dump Truck (large)	1	2	3		
Skid Steer	1	2	3		
Vacuum Excavator	1		2		3
Backhoe		1		2	3

**CDL:**

1. Possession of a valid Indiana Class B, with air brakes minimum, commercial driver's license and demonstrated safe driving record.

**Service Truck**

1. Drive from garage to worksite in a safe and courteous manner and at worksite maneuver truck into position to provide access to tools.
2. Previous level plus, hook up tow behind air compressor, safely drive it to worksite, and maneuver into position.
3. Previous level plus, able to troubleshoot issues with both the service truck and air compressor.

**Dump Truck (small)**

1. Drive from garage to worksite in a safe and courteous manner.

2. Previous level plus, at worksite maneuver in position to be loaded, and maneuver into position and dump material in specific location.
3. Previous level plus, hook up tow behind vacuum excavator, safely drive it to worksite, and maneuver into position.
4. Previous level plus, able to troubleshoot issues with this piece of equipment.

Dump Truck (large)

1. Drive from garage to worksite in a safe and courteous manner.
2. Previous level plus, at worksite maneuver in position to be loaded, and maneuver into position and dump material in specific location.
3. Previous level plus, hook up flatbed trailer, safely drive it to worksite, and maneuver into position.
4. Previous level plus, able to troubleshoot issues with this piece of equipment.

Skid Steer:

1. Load sand and push snow
2. Load sand, push snow, and use forks
3. Load sand, push snow, use forks, and able to troubleshoot issues with skid steer.

Vacuum Excavator:

1. Assist with vacuum excavating efforts to locate utility lines, maintenance, and cleaning this piece of equipment
2. Previous level plus, lead operator able to locate utility lines
3. Previous level plus, able to troubleshoot issues with this piece of equipment.

Backhoe:

1. Load sand and push snow
2. Load sand, push snow, use forks, and dig trench
3. Load sand, push snow, use forks, dig trench, and able to troubleshoot issues with backhoe.

**Various Tool Skills:**

Level:	Entry	L1	L2	L3	L4
Hand Tools Skills	1	2			
Power Tools Skills	1	2			
Gas Powered Tools Skills	1		2		

Skills for all tool classifications listed:

1. **Beginner:** Able to identify by name, all the group specific tools, where they are located, what they are used for, properly clean/maintain, put them back exactly where they go in good working order, if a tool is found to be broken immediately notify supervisor, and is learning the skills needed to properly use them.
2. **Competent:** Able to identify by name, all the group specific tools, where they are located, what they are used for, properly clean/maintain, put them back exactly where they go in good working order, if a tool is found to be broken immediately notify supervisor, and have developed the skills needed to properly use them.

### **Task Skills:**

	Level	Entry	L1	L2	L3	L4
Water Distribution System Maintenance		1		2	3	
Service Connection Maintenance		1		2	3	
Leak Detection		1	2	3		
Leak Repairs		1	2			3
Specialized Techniques			1		2	3
Plants and Towers			1		2	3
Flushing		1	2	3		
Lateral Inspections		1	2	3		
Water Main Inspections				1	2	3
City of Lebanon Standards		1			2	
Technology		1		2		

#### Water Distribution System Maintenance:

1. Provide support to crew while they repair and replacement of hydrants, valves, air relief valves, and other related equipment within the water distribution system.
2. Assist in the repair and replacement of hydrants, valves, air relief valves, and other related equipment within the water distribution system.
3. Take the lead role in the repair and replacement of hydrants, valves, air relief valves, and other related equipment within the water distribution system.

#### Service Connection Maintenance:

1. Provide support to crew while they repair and replacement of corporation stop, service lines, curb stop, meter box assembly, and meter replacements.
2. Assist in the repair and replacement of corporation stop, service lines, curb stop, meter box assembly, and meter replacements.
3. Take the lead role in the repair and replacement of corporation stop, service lines, curb stop, meter box assembly, and meter replacements.

#### Leak Detection

1. Provide support to crew while they are using the following methods to find water leaks in the water distribution system: pilot hole locating, acoustic microphone sounding, leak noise correlator, and leak noise logger.
2. Assist in using the following methods to find water leaks in the water distribution system: pilot hole locating, acoustic microphone sounding, leak noise correlator, and leak noise logger.
3. Take lead role in using the following methods to find water leaks in the water distribution system: pilot hole locating, acoustic microphone sounding, leak noise correlator, and leak noise logger.

#### Leak Repairs:

1. Provide support to crew while they work through the following steps: locate source of leak using various techniques, excavate to verify the exact location of leak, once source of leak located, determine which repair will be applicable, reduce water pressure to system so repair can be done, make repair, verify repair holds with full pressure, properly backfill excavation area, and patch roadway.
2. Assist in the following steps: locate source of leak using various techniques, excavate to verify the exact location of leak, once source of leak located, determine which repair will be applicable, reduce water pressure to system so repair can be done, make repair, verify repair holds with full pressure, properly backfill excavation area, and patch roadway.

3. Take the lead role in the following steps: locate source of leak using various techniques, excavate to verify the exact location of leak, once source of leak located, determine which repair will be applicable, reduce water pressure to system so repair can be done, make repair, verify repair holds with full pressure, properly backfill excavation area, and patch roadway.

#### Specialized Techniques:

1. Provide support to crew while they are using the following techniques to modify the water mains: hot tap water line, install hydra stop valve, and install an inserta-valve.
2. Assist crew in the following techniques to modify the water mains: hot tap water line, install hydra stop valve, and install an inserta-valve.
3. Take lead role in the following techniques to modify the water mains: hot tap water line, install hydra stop valve, and install an inserta-valve.

#### Plants and Towers

1. Provide support to crew while they are performing maintenance and making repairs on various components of the water treatment plants and water towers.
2. Assist crew while they are performing maintenance and making repairs on various components of the water treatment plants and water towers.
3. Take lead role in performing maintenance and making repairs on various components of the water treatment plants and water towers.

#### Flushing:

1. Provide support to crew while they are flushing water mains and dead ends to remove stagnant water from water distribution system.
2. Assist in flushing water mains and dead ends to remove stagnant water from water distribution system.
3. Take the lead role in flushing water mains and dead ends to remove stagnant water from water distribution system.

#### Lateral Inspections:

1. Basic understanding of City of Lebanon Standards pertaining to installation of laterals
2. Assist with lateral inspections using GIS
3. Able to fully complete lateral inspections using GIS without assistance

#### Water Main Inspections:

1. Basic understanding of City of Lebanon Standards pertaining to installation of water mains
2. Assist all aspects of the water main inspections
3. Able to fully complete water main inspections without assistance

#### City of Lebanon Standards:

1. Basic understanding of the entire City of Lebanon Standards
2. Thorough understanding of applicable City of Lebanon Standards including but not limited to water, wastewater, storm water, and street sections.

#### Technology:

1. Basic understanding of e-mail, web searches, mobile devices (smart phones and tablets), and network computers.
2. Proficient in use of e-mail, web searches, mobile devices (smart phones and tablets), and network computers. Willingness to learn about new apps/programs or other technology that maybe beneficial to the organization.



### **Other Skills:**

Level	Entry	L1	L2	L3	L4
Work Attitude	1				
Coworker Relationships	1				
Interacting with Public	1				
Verbal Skills	1	2			
Written Skills	1		2		
GIS Skills	1	2	3		
Training				1	2

#### Work Attitude

1. Positive outlook on work assignments and challenges facing department

#### Coworker Relationships

1. Friendly, positive, and courteous to everyone at the Lebanon Utilities. Willingness to work with everyone in department and everyone at Lebanon Utilities to “get the job done”. Open to suggestions by other employees. Ability to look for common ground to if dispute is encountered with a coworker, to move forward and not get bogged down in dispute.

#### Interacting with Public

1. Friendly, positive, and courteous to our customers and the public. Willing to listen to customers and public if they have concerns about work we are doing or inconvenience we may have caused them due to work we are doing. Then pass along those concerns to your supervisor to allow them the opportunity to resolve the issue.

#### Verbal Skills

1. Answering phone calls, taking messages, and providing summary to the appropriate person. Leaving voicemail messages to provide needed information to others, so they are kept informed and do not have to wait until the next time they see them.
2. Previous level plus, ability to summarize technical issues encountered on the job to aid in solving the various problems to keep systems operating properly.

#### Written Skills

1. Taking notes during training sessions to provide written records for reference in the future
2. Previous level plus, ability to provide a written summary of technical issues encountered on the job to aid in solving the various problems to keep systems operating properly.

#### Geographic Information System (GIS) Skills

1. Use digital maps to find houses or infrastructure in the most efficient way possible, ability to navigate GIS to locate the various wastewater system components, and communicate issues with GIS to appropriate person so these can be corrected.
2. Previous level plus, ability to create dig point records.
3. Previous level plus, ability to use utility layer to see all utility lines in specific area to avoid issues with work being performed.

#### Training Skills

1. Ability and willingness to teach other staff members your basic job skills
2. Ability and willingness to teach other staff members your advanced job skills

**Indiana Department of Environmental Management Certifications:**

	L2
Certification	Class DSL (Distribution System Large)
Minimum Work Experience to be able take Exam	One Year
Minimum Contact Hours or CEU's required to take Exam	None Required to take exam, however required to maintain certification.
CEU's Required to Maintain Certification	15 contact hours per three-year period
Exam Result	Passed and received Official Certification

**Additional Certifications and Training:**

As State and Federal regulations change or if permit requirements change, additional certifications and training may be needed. Therefore, operators are encouraged to pursue these. Below is a listing of additional certifications which include but are not limited to:

1. WT3 (Water Treatment Level III)
2. Backflow Prevention Certification
3. IDEM Level II Assessor

Certification	WT3 (Water Treatment Level III)
Minimum Work Experience to be able take Exam	Two Years
Minimum Contact Hours or CEU's required to take Exam	None Required to take exam, however required to maintain certification.
CEU's Required to Maintain Certification	25 contact hours per three-year period
Exam Result	Passed and received Official Certification