

OPERATIONS SUPERVISOR (WTP)

Position Code: 1762

WC Code: 7520

FLSA Status: Non-Exempt

Pay Grade: 355

Location: Public Services

Approval Date: 2023

General Statement of Duties

Serves as Operator in Responsible Charge for designated Water Treatment Plant. Provides skilled work in ensuring that water treatment facilities are operated in strict accordance with regulations and rules, leads and directs the work of certified operators.

Distinguishing Features of the Class

An employee in this class performs a variety of supervisory, operational, laboratory, and maintenance duties designed to produce potable water. Work involves planning daily operations and directing the work of subordinates. The employee supervises the operations section of the plant including participating in training, ensuring safety, assigning employees to shifts, approving leave, and providing technical guidance. Work involves supervising and participating in maintenance and repair of equipment and maintaining a variety of records for regulatory submission and other management purposes. The employee is subject to hazards associated with treatment plant operations including working both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, moving mechanical parts, electrical current, chemicals, fumes, odors, dusts, mists, gases, poor ventilation, and oils. The employee may be required to wear a respirator when working with environments or chemicals that are hazardous or potentially hazardous. Work is performed under general supervision of the Water Treatment Plant Manager, and reviewed by observation, conference, and reviewing records for adherence to operations, standards, instructions, and safety practices, and effectiveness of the plant staff.

Duties and Responsibilities

Serves as Operator in Responsible Charge for designated Water Treatment Plant as assigned.

Serves as Water Treatment Plant Manager in absence of existing supervisor.

Responsible for examining and evaluating treatment plant process and making necessary changes.

Responsible for establishing standard operating procedures for assigned facility.

Monitors the status of plant operations and distribution systems.

Supervises, directs and evaluates assigned staff, processing employee concerns and problems, and completing employee performance evaluations.

Maintains and submits State electronic monthly reports and is responsible for completeness and accuracy.

Trains and instructs other operators in addressing more complex situations.

Troubleshoots operational problems.

Performs lab tests.

Answers and resolves customer questions and complaints.

Tracks inventory and is responsible for ordering supplies and chemicals as needed.

Participates in public outreach or facility tours, responds to customer inquiries or concerns, and maintains good public relations.

May operate either water treatment plant if necessary.

Performs other duties as requested.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Advanced knowledge of the operating characteristics and maintenance requirement of water treatment plants.

Advanced knowledge of applicable federal, state, and local laws, ordinances, and permitting requirements.

Advanced knowledge of the occupational hazards of the work and of necessary safety precautions.

Advanced knowledge of standard laboratory test and procedures used in a water treatment plant.

Advanced knowledge of hydraulic, chemical, and mechanical principles pertinent to water treatment plant operations.

Ability to detect flaws in the operation of mechanical equipment and to determine proper remedial measures.

Ability to provide clear instructions, train, motivate and review the performance of employees.

Ability to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relationships with regulatory officials, other employees and the general public.

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, use hands to finger and grasp, handle, feel or operate objects, tools, or controls and talk or hear. The employee is occasionally required to climb, balance, stoop, kneel and crouch. This position involves heavy work requiring the employee to exert up to 50 pounds of force occasionally; and/or up to 20 pounds of force frequently; and/or up to 10 pounds of force constantly to move objects. Lifts and carries heavy equipment and/or materials (up to 25 pounds) to perform assignments. Must possess the visual acuity to distinguish labels and colors, read gauges and dials, review and record written material, and operate lab equipment and a computer terminal.

The employee may be exposed to hazardous physical conditions (including but not limited to heights, mechanical parts, electrical currents, and vibration) poor atmospheric conditions (including but not limited to fumes, odors, dusts, gases, and poor ventilation), inadequate lighting, and intense noise. In addition, the work will require seasonal exposure to extreme weather conditions.

Minimum Education and Experience

A Bachelor's Degree from an accredited college or university and six months of directly related experience; or an Associate's Degree from an accredited community college and two years of directly related experience; or a High School Diploma or GED and four years of directly related experience; or an equivalent combination of education and experience.

Special Requirements

NC Water Operator's Grade A Certificate or the ability to obtain through reciprocity.

Possession of a North Carolina Class C Driver's License.

