JOB DESCRIPTION

Coachella Valley Water District

Date: July, 2010

TITLE: Supervisor, Development Services

SECTION: Development Services

DEPARTMENT: Service

SRN: S-20

REPORTING RELATIONSHIP:

Reports to: Service Department Director

Supervises the following positions:
Development Services Technician I, II, and Trainee

DEFINITION: Under general direction, to organize, supervise, and coordinate personnel to manage the rules and regulations, coordinate customer service with regards to new development in domestic water, reclaim water, agricultural irrigation water, storm water/drainage and sanitation service; and to do other work as required.

ESSENTIAL FUNCTIONS:

1. Plan, organize, coordinate and supervise a staff of employees involved in providing domestic water, irrigation water, and sewer service by telephone or in person.

2. First point of contact for developers, engineers designing new developments. Schedules all meetings for new development with District staff.

3. Reviews mylar drawing revisions submitted by engineers/developers and resolves construction conflicts. Routes to Director of Engineering for signature.

4. Ensures proper preparation and execution of legal agreements.

5. Provides for the training of assigned employees and monitors and evaluates job performance.

6. Prepares the annual department budget and the procurement of budgeted items.

7. Update rules and regulations regarding Irrigation, Domestic, or Sanitation service.

8. Reviews and approves Water Management irrigation landscape plans.

9. Analyze and resolve customer complaints with regards to charges and plan requirements. Ensures the proper collection of new developments fees.

10. Ensure the proper maintenance and preparation of records and reports.

11. Tactfully and courteously work with the public and employees of the District.

12. Answers and initiates letters to and from customers, developers, contractors, and engineers. Reviews assigned employees written communications.
13. Does field investigations to determine accuracy of reports and plans of domestic, irrigation, & sewer services.

MINIMUM QUALIFICATIONS:

License or Certificates: Must posses a valid California Operator’s license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education and Experience: Any combination of training, workshops, college level classes, and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and abilities would be to have 3 years experience in supervision, lead person, or technical position in the Coachella Valley Water District dealing with water, irrigation, and/or sewer service as related to the rules and regulations of service and installation.

Abilities:
- Supervise with “coaching for improved performance” techniques
- Ability to read domestic/reclaim water, irrigation, sanitation and landscape irrigation plans
- Interpret and apply laws, codes, regulations, policies and procedures
- Ability to organize & coordinate staff
- Analyze work activities/operations and identify solutions which will facilitate operating efficiency and effectiveness
- Analyze & resolve customer complaints
- Tactfully and courteously deal with the public
- Establish and maintain cooperative relationships with those contacted in the course of work
- Communicate effectively both verbally and in writing
- Promote interdepartmental cooperation and teamwork

Knowledge of:
- Establishing domestic water, agricultural irrigation, & sanitation requirements for developments within the district
- Effective customer service techniques
- Performing fire flow tests
- Water delivery systems and wastewater collection facilities
- Determining equivalent dwelling units (EDU) for sanitation capacity charges and water system backup facility charges (WSBFC) and compare usage to charges
- Prepare agreements and board memos for domestic, irrigation & sanitation service
- District policies regarding the establishment of water delivery for domestic, irrigation, and sanitation services
- Rules and Regulations related to domestic, irrigation, and sanitation plan checking and service
- District accounting functions
- Geography of the district and the location of meters and facilities
- Legal property descriptions
- Water Conservation techniques
- Laws, rules and regulations affecting the establishment of installations fees and charges
- Principles of office management
- Principles of supervision and training
- Filing methods and record keeping principles and practices
- Correct English usage, spelling and grammar
- Proper letter writing techniques
- Employee training techniques
- Proficient knowledge of district functions and policies
- Water Management Rules and Regulations

**PHYSICAL REQUIREMENTS:**
Drives District vehicle to job sites including over rough terrain.

Uses telephone and two-way radio to communicate.

See Human Resources for physical assessment form.