TITLE: Supervisor, Development Services  
SECTION: Development Services

DEPARTMENT: Service  
SRN: 39

REPORTING RELATIONSHIP:

Reports to: Service Department Director

Supervises the following positions:
- Development Services Technician I, II, and Trainee
- Office Assistant
- Administrative Assistant

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, agricultural irrigation water, 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. Provides for the training of assigned employees and monitors and evaluates job performance.

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

4. Analyze and resolve customer complaints with regards to charges and plan requirements.

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

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

7. Answers and initiates letters to and from customers, developers, contractors, and engineers. Reviews assigned employees written communications.

8. 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, leadperson, 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, irrigation, & sanitation plans.
- Interpret and apply laws, codes, regulations, policies and procedures
- Ability to organize & coordinate staff.
- Analyze & resolve customer complaints.
- Tactfully and courteously deal with the public.
- Establish and maintain cooperative relationships with those contacted in – the course of work

**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;
- 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.

**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.