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# Castro Valley Sanitary District

## POLICIES AND PROCEDURES MANUAL

**POLICY TITLE:** Job Description – Collection System Maintenance Supervisor  
**POLICY NUMBER:** 2310

**2310.1** Definition. Plans, organizes and provides direction and oversight to and personally performs skilled-level work in support of all Castro Valley Sanitary District (CVSan) collection system installation, inspection, preventive and corrective maintenance and repair activities; ensures that all federal, state and local regulatory requirements are met; provides assistance to CVSan management staff in areas of expertise; performs related work as assigned.

**2310.2** Supervision Received and Exercised. Administrative direction is given by the General Manager. Direct supervision is provided to field maintenance support staff. Project direction may be provided to support staff.

**2310.3** Class Characteristics. The Collection System Maintenance Supervisor oversees day-to-day operations and participates in all CVSan activities required to install, inspect, maintain, and repair collection system facilities and equipment, including main sewer lines, laterals and pumping stations. The work involves preventive and corrective maintenance program development and implementation, assistance in contract oversight, and ensuring that CVSan meets all regulatory agency requirements. The incumbent serves as the Collection System Maintenance Department Head and is accountable for accomplishing departmental planning and operational goals and objectives.

**2310.4** Essential Job Functions:

**2310.4.1** Assist in developing and direct the implementation of goals, objectives, policies, procedures and, work standards for the program.

**2310.4.2** Administer significant budget areas for the department; create, propose, and track the budget and cost accounting; review and approve department spending.

**2310.4.3** Plan, prioritize, assign, supervise and review maintenance activities and the work of crews maintaining and repairing such facilities and equipment, laterals, pumps, valves, electric motors, gas engines, and other equipment found in a wastewater collection system and related pumping stations.

**2310.4.4** Train staff in work procedures; evaluate work performance of assigned staff; recommend disciplinary action as required.

**2310.4.5** Conduct quality control inspections of collection system facilities on a regular basis.

**2310.4.6** Receive and respond to calls regarding problems from businesses, public agencies, homeowners, residents, and others.

**2310.4.7** Prepares, prioritizes, and assigns work orders.

**2310.4.8** Develop and update a preventive maintenance program to ensure the efficient operation of all collection system equipment and facilities.

**2310.4.9** Mitigate occurrence of overflow spills and damage, and reports such incidents to the proper regulatory agency.

**2310.4.10** Prepare a list of small construction and repair projects and works closely with engineering staff in the prioritizing, contracting, and inspection of such projects.

**2310.4.11** Direct or personally participate in the inspection, cleaning, and repair of the wastewater collection system, including the mechanical and electrical equipment found in pumping stations.

**2310.4.12** Direct routine service and maintenance on mobile equipment.

**2310.4.13** Prepare updates and submit reports in a timely manner to the General Manager, CVSan Board of Directors (Board), and various regulatory agencies.

**2310.4.14** Monitor changes in laws, regulations, and technology that may affect departmental operations; implement policy and procedural changes as required.

**2310.4.15** Research and recommend equipment purchases and disposal.

**2310.4.16** Order materials and supplies required for maintenance and repair activities.

**2310.4.17** Oversee perform inspections of installation and repair work of facilities and equipment performed by outside contractors and collection system maintenance technicians.

**2310.4.18** Oversee and/or maintain accurate records and files related to the maintenance and repair of the collection system maintenance and repair program.

**2310.4.19** Compile cost reports of completed projects.

**2310.5** Essential Cognitive Job Functions:

**2310.5.1** Ability to comprehend and follow instructions:

**2310.5.1.1** Ability to maintain attention and concentration for necessary periods.

**2310.5.1.2** Ability to understand written or oral instructions.

**2310.5.1.3** Ability to do work requiring set limits, tolerances, or standards.

**2310.5.2** Ability to perform simple and repetitive tasks:

**2310.5.2.1** Ability to ask appropriate questions and request assistance.

**2310.5.2.2** Ability to perform activities of a routine and applicable nature.

**2310.5.2.3** Ability to remember locations and work procedures.

- 2310.5.3** Ability to maintain a work pace appropriate to a given workload:
  - 2310.5.3.1** Ability to perform activities within a schedule, maintains regular attendance, and be punctual.
  - 2310.5.3.2** Ability to complete a normal work day and/or work week and perform at a consistent pace.
- 2310.5.4** Ability to perform complex and varied tasks:
  - 2310.5.4.1** Ability to synthesize, coordinate, and analyze data.
  - 2310.5.4.2** Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.
  - 2310.5.4.3** Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
- 2310.5.5** Ability to relate to other people beyond giving and receiving instructions:
  - 2310.5.5.1** Ability to get along with co-workers and peers.
  - 2310.5.5.2** Ability to perform work activities requiring negotiating with, explaining, or persuading.
  - 2310.5.5.3** Ability to respond appropriately to evaluation or criticism.
- 2310.5.6** Ability to influence people:
  - 2310.5.6.1** Ability to convince or direct others.
  - 2310.5.6.2** Ability to understand the meaning of words and to use them appropriately and effectively.
  - 2310.5.6.3** Ability to interact appropriately with people.
- 2310.5.7** Ability to make generalizations, evaluations, or decisions without immediate supervision:
  - 2310.5.7.1** Ability to recognize potential hazards and follow appropriate precautions.
  - 2310.5.7.2** Ability to understand and remember detailed instructions.
  - 2310.5.7.3** Ability to make independent decisions or judgments based on appropriate information.
  - 2310.5.7.4** Ability to set realistic goals or make plans independently of others.
- 2310.5.8** Ability to accept and carry out responsibility for direction, control, and planning:
  - 2310.5.8.1** Ability to set realistic goals or make plans independently of others.
  - 2310.5.8.2** Ability to negotiate with, instruct, and supervise people.

**2310.5.8.3** Ability to respond appropriately to changes in work conditions.

**2310.6** Non-Essential Job Functions:

**2310.6.1** Plan, prioritize, assign, supervise and review maintenance activities and the work of crews maintaining and repairing main sewer lines.

**2310.6.2** Review technical papers, catalogs, and other reference materials, and confer with sales representatives to select and recommend new supplies and maintenance methods to improve operations.

**2310.6.3** Confer with contractors to resolve problems in installation of new equipment.

**2310.6.4** Make presentations of CVSan collection systems status and operations to the Board, and represents CVSan in meetings with governmental and regulatory agencies and the public.

**2310.6.5** Order materials and supplies required for maintenance and repair activities.

**2310.6.6** Leads Board and public meetings as needed.

**2310.7** Qualifications. Knowledge of:

**2310.7.1** Principles, practices, tools, equipment and supplies required to maintain and repair a wastewater collection system, including underground sewer lines, laterals, and pumping stations.

**2310.7.2** Basic principles and practices of mobile equipment servicing and repair.

**2310.7.3** Techniques for troubleshooting complex equipment problems and for estimating staff time, materials, and equipment required for repair.

**2310.7.4** Safety practices related to work and equipment.

**2310.7.5** Administrative principles and practices, including goal setting, preventive and corrective maintenance program development, and supervision of staff.

**2310.5.6** Applicable laws, codes, and regulations.

**2310.7.7** Basic principles and practices of public agency budget development, administration, and accountability.

**2310.7.8** Computer applications related to the work, including word processing, spreadsheet, and data base applications.

**2310.7.9** Techniques for providing a high level of customer service to public and CVSan staff, in person and over the telephone.

**2310.7.10** Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**2310.8** Skill to:

**2310.8.1** Plan, prioritize, and personally participate in a comprehensive collection system maintenance and repair program.

**2310.8.2** Select, train, motivate, supervise, and evaluate the work of staff.

**2310.8.3** Provide training to staff on work procedures.

**2310.8.4** Ensure that safety procedures are followed by staff.

**2310.8.5** Assist in developing and implementing goals, objectives, policies, procedures, work standards, and internal controls for the program.

**2310.8.6** Interpret, explain laws, regulations, and policies and procedures.

**2310.8.7** Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.

**2310.8.8** Make accurate mathematical calculations.

**2310.8.9** Meet critical deadlines regarding field activities, record generation, and submission requirements.

**2310.8.10** Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

**2310.8.11** Establish and maintain effective working relationships with those contacted in the course of the work.

**2310.8.12** Use English effectively to communicate in person, over the telephone, and in writing.

**2310.8.13** Speak in public and engage the audience.

**2310.9** Education and Experience. Graduation from high school and seven (7) years of experience in wastewater or storm sewer line cleaning, and maintenance. Supplemental education in supervisory or business course work is desirable, as is some lead or supervisory experience.

**2310.10** Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude, and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate; ability to ask for input; offer help without being asked; accept suggestions; work with others to solve problems; provide recognition, and encouragement.

**2310.11** Licenses and Certifications. Must possess and keep current a valid California Class B driver's license with Air Brakes and Tanker endorsements and have a satisfactory driving record. Must possess at minimum, a Grade III level Collection System Maintenance certificate issued by the California Water Environment Association (CWEA). Must obtain a Grade IV level Collection System Maintenance certificate issued by the CWEA in a time period specified by CVSan. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan.

**2310.12 Other Requirements.** Willingness and ability to work scheduled and emergency hours; attend meetings, workshops, and seminars during work and non-work hours as assigned. Must be available on-call for emergency response.

**2310.13 Physical Requirements.** Be able to possess mobility to inspect various collection system and pumping station sites; physical stamina to perform system and maintenance repair work, work on uneven terrain; be able to position one-self in order to work in confined spaces, such as manholes. Be able to possess mobility to work in a standard office setting and operate standard office equipment, including a computer and calculator; interpret printed materials and computer screen; communicate with people in person and over the telephone. Maintain static postures for extended periods of time; frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, pull, stretch and reach; have strength and stamina to safely transport up to one hundred (100) pounds.

**23010.14 Work Environment.** The work requires outside exposure to all weather conditions with dust, noise, fumes, odors, traffic, potentially hazardous materials, and electrical or heavy equipment. May work in confined spaces. Also works in an indoor, climate controlled office environment working around computer monitor; works with and around others, or alone.

*This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.*

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Employee Signature

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Date

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Employer Signature

\_\_\_\_\_  
Date

**\*\*\* END OF POLICY \*\*\***