



Des Moines Water Works Supervisor of Water Distribution

SALARY	\$43.77 - \$58.21 Hourly \$91,032.35 - \$121,073.03 Annually	LOCATION	Des Moines, IA
JOB TYPE	Full-time	JOB NUMBER	1-1131-23
DEPARTMENT	Water Distribution	DIVISION	Water Distribution
OPENING DATE	11/15/2023	CLOSING DATE	11/29/2023 5:00 PM Central

JOB SUMMARY

JOB SUMMARY: Under the direction of the Director of Water Distribution, supervises, directs, and coordinates those activities concerned with distribution system including, but not limited to, construction, maintenance, leak detection, and locating underground facilities. Serves in an on-call roll on a rotational basis (one week at a time) to provide oversight of the utilities' response to emergency problems to ensure safe and efficient correction of the malfunction.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Schedules and assigns daily work using computerized maintenance management system.
- Plans and coordinates daily and long-range activities of the water distribution department. Manages personnel, material, and work equipment. Determines the most economical method for the distribution of work and ensures the timely completion of daily work assignments and special projects.
- Supervises, directs, and coordinates activities concerned with locating DMWW underground water distribution system facilities and other private utilities.
- Monitors and reviews work assignments to identify and solve operating difficulties, personnel and customer problems ensuring adherence to policies, procedures, regulations, etc., and to provide supervision and technical advice.
- Analyzes completed work, work methods, equipment, products used, and policies to make recommendations for improved efficiency, customer service, and performance.
- Monitors and ensures the completion of the various distribution maintenance programs (i.e., hydrant, valve, air relief valves, blow offs, dead-end flushing, booster valve flushing) to protect the integrity of the water distribution system and safeguard distribution system water quality.
- Responds to escalated customer concerns and issues and determines appropriate response and/or solution to maintain positive customer and community relations for the utility.
- Schedules billed service activities such as leak detection, leak survey, service line taps, large taps, hydrant relocations, and main alterations to assure customer satisfaction and maintain positive customer relations.
- Administers the stop box repair contract to ensure the customer's stop box is operational when the customer neglects to make necessary repairs by a set deadline.
- Supervises the leak detection program to ensure the percent of unaccounted water meets or exceeds industry standards. Provides leak detection services to suburbs to maintain positive customer relations (pinpoint main breaks).
- Oversees the investigation of low-pressure problems in the water distribution system to identify and correct the issue.
- Is accountable for the safety performance of the work group. Promotes a strong safety culture by ensuring employees attend safety training, discussing safety daily, and by promoting accountability for safe behavior.

- Participates in developing and implementing safety and training programs in cooperation with the Safety Manager and the Director of Distribution. Establishes proper safety techniques and provides proper equipment to promote and ensure a safe working environment.
- Supervises, trains, coaches, counsels, and evaluates employees to ensure quality performance and safe working conditions. Makes decisions related to hiring, disciplining, and terminating employees.
- Supervises the response to emergency situations on the job site to ensure safe and efficient correction of malfunction. Participates in emergency management/disaster recovery operations.
- Serves in an on-call roll on a rotational basis (one week at a time) with other Water Distribution management to provide 24-hour technical support and supervision of the Distribution department's response to emergencies and disaster recovery operations.
- Coordinates work activities with customers, city officials, governmental agencies, plumbers, and contractors to ensure compliance with regulations, negotiate mutually agreeable solutions, and strengthen customer relations.
- Assists the Engineering Department in designing additions to and replacement of distribution system facilities. Assists in developing and evaluating the specifications for the material and equipment.
- Prepares annual operating and capital budgets by compiling and reviewing historical data, assessing needs, new technology and projecting material, equipment, purchased services and labor expenses.
- Maintains records, prepares reports, and reviews those prepared by staff regarding work activities as required. Provides cost estimates for customers, city officials, and contractors for billable services such as leak detection, leak survey, the relocation of water mains, fire hydrants, and other appurtenances.
- Performs other duties of a similar nature or level.

QUALIFICATIONS

MINIMUM QUALIFICATIONS:

Education: Associate's degree in construction management or related field. An equivalent combination of education and experience in the construction, maintenance, or repair of a water distribution system sufficient to perform the essential functions of the job may substitute for the required degree.

Experience: At least five years of experience in the construction, maintenance, or repair of a water distribution system and its components, including 3 years leadership/supervisory experience. Additional education may substitute for required experience.

Licenses/Certifications:

Valid Iowa Driver's License.

State of Iowa Grade 2 Water Distribution System Operator.

State of Iowa Grade 4 Water Distribution System Operator Certification required within 2 years of accepting position.

Competent Person Certification.

IDOT Work Zone Safety Certification

PREFERRED QUALIFICATIONS:

Bachelor's degree in construction management or related field.

SUPPLEMENTAL INFORMATION

PHYSICAL REQUIREMENTS:

- Frequently lifts up to 25 pounds
 - Occasionally handles up to 50 pounds
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Agency

Des Moines Water Works

Address

2201 George Flagg Parkway

Des Moines, Iowa, 50321

Phone

515-283-8717

Website

<http://www.dmww.com/careers>

Supervisor of Water Distribution Supplemental Questionnaire***QUESTION 1**

Why are you interested in assuming this leadership role within the organization?

* Required Question