



DISTRIBUTION / COLLECTION SUPERVISOR

General Statement of Duties

Performs skilled technical and supervisory work planning, organizing and directing the activities of staff involved in the construction, maintenance and repair of the distribution and collections systems.

Distinguishing Features of the Class

An employee in this class directs, oversees, and participates in the technical work of staff involved in the installation, maintenance and repair of water and sewer lines and appurtenances. Work involves prioritizing and planning the work for the department; receiving work orders and making assignments to crews; instructing staff on the maintenance and repair of water lines; diagnosing issues with water supply; operating heavy equipment; and overseeing maintenance and repair activities; inspecting work in the field; and ensuring work quality and completion. Supervisory work includes assisting with division applicant interviews, approving employee timesheets and leave requests, performance coaching, and serving as ORC for the collection and distribution system, maintaining records on work activities, and assisting with public and customers with complaints or questions. Work requires the operation of heavy construction equipment such as a backhoe, trackhoe, tractors, and loaders around utility lines, traffic, and in tight spaces. Employee is subject to working in both inside and outside environments, in extreme hot and cold weather, and exposure to various hazards such as loud noises, vibration, moving mechanical parts, electrical current, chemicals, fumes, odors, dusts, mists, and gases. Work is subject to the final standards of OSHA on blood borne pathogens. Work is performed under general supervision and is evaluated through observation and inspection for adherence to instructions and standard trade and safety practices.

Duties and Responsibilities

Essential Duties and Tasks

Organizes work and leads the work of technician staff in the installation, maintenance, and repair of the distribution and collection system including water and sewer lines, valves, hydrants, and other related structures; makes work assignments and inspects work for quality; assures that safety precautions for the crews are being followed.

Supervises, participates in, and/or instructs technicians in the installation, maintenance and repair of water and sewer service lines, valves, hydrants, and other related structures; oversees staff repairing water leaks, making water and sewer taps, laying water and sewer pipe; supervises and participates in making emergency repairs.

Orients, trains, and mentors employees; ensures crew safety and safe work practices; explains work duties and equipment operation to crew members; provides performance coaching and evaluation and provides input into disciplinary actions; and ensures completion of work.

Supervises or participates in the investigation of leaking meters, water leaks, or high consumption and determines problems; repairs water leaks; repairs and replaces water lines and meters.

Operates tapping machine to make water and sewer taps and service connections.

Supervises or participates in laying water and sewer pipe; adjusting pipe to proper grade and depth and replaces sewer and water lines and related facilities.

Supervises the connection and disconnection of water service in response to moving customers and/or delinquent utility payments.

Installs hydrants, meters, valves, clamps, and related pipeline apparatus; sets meter boxes; repairs and replaces hydrants.

Completes various activities as required by work orders; completes information on work orders and turns work orders in; prepares other records of work activities.

Operates track hoe, front end loader, dump trucks, jack hammers, tampers, cut off saw, pipe

cutter, tapping machines, trenchers, air compressors, boring machines, shovels, and handheld detection equipment.

Participates in hydrant and valve exercising, hydrant flushing, manhole inspections, infrastructure maintenance, and other maintenance programs.

Performs landscaping and asphalt repair after repair work is completed.

Sets up safety cones and signs and may flag traffic around construction sites.

Works with customers to investigate complaints; assists customers with understanding water system issues and services.

May assist in the installation, replacement and repair of meters; troubleshoots problems such as visual reads and repairs meters.

Participates in cleaning and maintaining light and medium vehicles, equipment and tools.

Stocks and maintains necessary parts and supplies on assigned truck; notifies supervisor on supply needs.

Additional Job Duties

May back up or assist other staff or other divisions.

Performs other related tasks as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Working knowledge of the tools, materials and equipment used in the installation, replacement, maintenance and repair of utility lines.

Working knowledge of a variety of maintenance and manual methods and tasks involved in the installation, maintenance, repair and replacement of utility lines and appurtenances.

Working knowledge of the safe use and operation of construction equipment and use of common hand tools and power tools.

Working knowledge of supervisory principles and practices including motivations, training, coaching and evaluation.

Working knowledge of the application of technology to work assignments.

Working knowledge of the municipal water service policies and procedures.

Leadership ability to make decisions and supervise line technicians.

Skill in customer contact, teamwork and collaborative conflict resolution.

Skill in the operation of light and medium-sized construction equipment.

Ability to walk and stand for long periods of time, perform duties in heavy traffic and under adverse weather conditions, and work as part of a team in a variety of weather conditions.

Ability to establish and maintain effective working relationships with supervisors, co-workers and the public.

Ability to read utility line maps and operation and service manuals and to understand and follow oral and written instructions.

Physical Requirements

Must be able to physically perform the basic life operational functions of climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, feeling, talking, hearing, and repetitive motions.

Must be able to perform very heavy work exerting up to 100 pounds of force occasionally; 50 pounds of force frequently; and 20 pounds constantly to move objects.

Must possess the visual acuity for depth perception, inspection of small parts and/or defects, operating motor vehicles or equipment, for determining the accuracy and thoroughness of work, read gauges, and make written records.

Desirable Education and Experience

Graduation from high school and considerable experience in construction-related utility work preferably with some supervisory experience; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina Commercial Driver's License within timeframe specified.
Possession of a grade C water distribution and grade 1 wastewater collection certification, or ability to obtain within 12 months of hiring.

Hiring range for this position is \$56,244 to \$64,680 DOQ, with a 5% increase following the probationary period. Applications may be obtained at the Town of Dallas Administrative Offices located at 210 N. Holland St., Dallas, NC 28034 or at www.dallasnc.net. Completed applications can be emailed to jobs@dallasnc.net or turned in at the Administrative Offices. Open until filled. EOE

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