

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

UTILITIES FIELD SERVICES SUPERVISOR

Department: Utilities
Pay Grade: 112
FLSA Status: Exempt
Job Class: 7098
Risk Code: 7580

JOB SUMMARY

Responsible for overseeing fieldwork related to the Customer Service Division of Marion County Utilities (MCU) and overseeing work orders generated by customer service representatives and compliance of the Backflow and Cross Connection Control Program.

ESSENTIAL JOB FUNCTIONS

- Oversees the assigning, supervising, and coordinating of work crews and equipment for work on the Customer Service Work Orders.
- Plans and organizes work by evaluating conditions to determine which tasks should be performed in what order and what materials or information is needed.
- Conducts performance evaluations, recommending promotions, merit increases, demotions, and discipline.
- Oversees the Backflow and Cross-Connection Control Programs.
- Responsible for accurate Meter Reading through system management and complete actions to support the utilities department.
- Oversees and manages the Meter Shop.
- Determines the best set-up and placement of equipment and material in order to complete the assigned job. Performs equipment set-up procedures as specified in written manual, procedures, or guidelines.
- Responds to emergency and after-hour calls on nights and weekends.
- Provides training to staff in current codes, ordinances, statutes, and in the proper use of equipment. Interprets and administers corrective actions related to customer service to ensure all inquiries and complaints are handled in a professional and timely manner.
- Participates with department development reviews on an as needed basis to support meter related issues.
- Oversees the maintenance and upkeep of the assigned vehicles and equipment.

- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position is responsible for direct and indirect supervision over an employee workforce assigned. This includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance, recommending selection of new staff members, promotions, status changes, discipline, planning, scheduling and coordinating work operations.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent; and six (6) years' progressively responsible experience in utilities, construction, and/or maintenance with four (4) years' supervisory experience; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida Class B Commercial driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- State of Florida Water Distribution System Operator Level 1 License or a Wastewater Collections A Certificaton.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts to such as discount, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardized exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to interpret complex and detailed technical data.
- Ability to potentially participate in development of policy, programs, plans, or procedures.
- Ability to study manual work processes to determine most effective methods as essential tasks.

- Knowledge of all Utilities maintenance equipment.
- Skills in attention to detail.
- Ability to plan, assign, monitor, and supervise work crews.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is medium work which requires exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. While performing the duties of this job, the employee will regularly be required to walk, sit, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, talk or hear, taste or smell; and will frequently be required to stand.

WORK ENVIRONMENT

Work is performed in various indoor and outdoor environments. While performing the duties of this job, the employee will occasionally be exposed to fumes or airborne particles and risk of electrical shock; and will frequently be exposed to moving mechanical parts and outdoor weather conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.