

WATER QUALITY SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible technical, professional, and supervisory work in the Water Resources section specializing in the administration of Water Quality programs. The work involves sample collection & data reporting compliance, private well permitting & abandonment, cross connection control, and wellhead protection, and management of directly related information systems and personnel. The position is responsible for supervision and work assignments of Water Samplers, Cross Connection Control Inspectors, and the Program Specialist as well as documentation, storage, and reporting of data and information generated by that work. Under the general supervision of the Water Resources Manager, the work exercises a high degree of independence and judgment while coordinating with Water Engineering and other Water Resources sections staff.

Examples of Duties and Responsibilities:

Coordinate and direct water quality monitoring and reporting, including internal record keeping and reporting to city, state, and federal agencies, and to individuals, groups, and neighborhoods. Review monitoring requirements and test results of daily, monthly, and annual sampling to ensure compliance with state and federal regulations, reporting and monitoring requirements, and expectations of the public. Prepare and present periodic summary reports for internal and external use, including for the Water Utility website. Prepare, print, and deliver the annual Consumer Confidence Report. Maintain up-to-date knowledge of water quality issues facing the drinking water industry.

Receive and respond to customer concerns and complaints; document correspondences and responses; investigate, recommend, and direct corrective action as part of a collaborative team. Answer technical and general questions from contractors, property owners, elected officials, and the media regarding water quality issues and Utility operations. Provide data and information, and recommend and support Utility initiatives for comprehensive public information and outreach in areas of drinking water quality, household water treatment, water conservation, groundwater protection, cross connection control, and well abandonment.

Direct and regularly review and update wellhead protection plans, including contaminant source inventories, and implement management strategies for source water protection. Review land use proposals for properties within wellhead protection districts. Develop and refine environmental checklists to promote groundwater protection. Direct and supervise the private well permitting & abandonment and cross connection control & elimination programs. Issue permits and corrective action orders. Communicate program goals and plan for future annexations. Oversee documentation & recording keeping, including maintenance of data management systems, for scheduling, tracking, and reporting private well and cross connection control inspections and their results. Prepare and submit reports including an annual report to DNR summarizing completed cross connection control inspections. Review, assess, recommend, and implement updates to data management systems.

Plan, direct, and supervise Water Quality full-time and seasonal staff. Schedule, set priorities, review work; establish and enforce operation and safety policies and procedures; effectively recommend hiring, training, promotion, evaluation, suspension and disciplinary actions, and address employee complaints and grievances. Work with management to review, analyze and recommend any changes to improve worker safety and efficiency.

Develop and implement standard operating procedures for functions performed by the Water Quality subunit including, but not limited to, sample collection and reporting, chemical residuals (fluoride, chlorine) management, distribution system irregularities (pressure, color, taste, odor), cross connection control inspections, private well permitting and abandonment, land use reviews, and cross-training opportunities. Maintain communication and effective working relationships with local and state partners including Public Health Madison & Dane County, Wisconsin Department of Natural Resources (DNR) & State Laboratory of Hygiene, and other City of Madison agencies.

Perform related work as required and assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Working knowledge of the principles, practices, and methods associated with drinking water quality and the operation of a large municipal water utility. Working knowledge of groundwater management practices, drinking water regulations, and water chemistry & microbiology. Working knowledge of and the ability to use computer software applicable to the duties of the position. Knowledge of or the ability to quickly attain a full understanding of City of Madison employee work rules and applicable city ordinances, Wisconsin DNR codes, and position-specific federal regulations. Knowledge of distribution system computer models and system hydraulics Ability to use a variety of data information systems to store, manage, & extract data, and to generate reports from large and complex datasets. Ability to present technical information to various audiences in an understandable manner. Ability to clearly and effectively communicate, both orally and in written form, to Utility employees; other City, County, and State staff; and the public. Ability to plan, direct, and monitor the work of subordinate employees. Ability to develop and maintain effective working relationships with customers, Water Utility management and staff, and other City staff and governmental agencies. Ability to access remote facilities Ability to maintain accurate and timely records. Ability to maintain adequate attendance.

Training and Experience:

Generally, positions in this classification will require:

Three years of technical and administrative experience in water quality activities which included sampling, analysis, data evaluation and other similar activities. Such experience should have included or be supplemented by at least 1 year of leadership or supervisory experience. Such experience would normally be gained after graduation from an accredited college or university with a bachelor's degree in water resource management, chemistry,

microbiology, environmental engineering, or a closely related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Special Requirement

Ability to meet the transportation requirements of the position

Physical Requirements:

Employees will be expected to work at a computer workstation for extended periods of time, on occasion eight hours per day for weeks at a time. Employees must occasionally be able to stand for long periods of time, walk long distances over uneven terrain, including trench excavations, work in all weather conditions in all seasons.

Department/Division	Comp. Group	Range
Water Utility	18	09

Approved: _____
Erin Hillson
Human Resources Director

Date