

## Drainage Supervisor

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### **DEFINITION**

This class is concerned with directing the delivery of a city-wide drainage maintenance and service program as well as the administration of associated bylaws and policies. Work is organized into discreet areas including Customer Services, Environmental Monitoring and Response, Minor Repair, and Preventive Maintenance programs. Employees in this class schedule and supervise the activities of specialist crews engaged in performing drainage system diagnosis, maintenance and repair; schedules are revised in response to crew workloads, emergent situations, weather conditions, etc. A significant aspect of the work involves planning, making operations decisions and dealing with complaints and changes to work schedules.

**Customer Services:** The Drainage Supervisor supervises an effective response and repair program to meet customer needs, scheduling crews to provide coverage, dispatching crews in response to incoming trouble calls, dealing with customer complaints associated with drainage performance and sewer backup,

**Environmental Services:** The Drainage Supervisor supervises major trunkline, storage tank, and utilidor inspections by substructure inspection crews, provides appropriate response to spills and other releases of unacceptable materials into the drainage system, provides response and reporting to the release of sewage into waterways as per legislative requirements, directs maintenance activities associated with stormwater management lakes and dry ponds, deals with complaints from the public concerning drainage and environment issues, supervises the application of herbicides to control root growth, directs crews involved with the investigation and testing of cross-connections, and coordinates the inspection and maintenance of outfalls.

**Minor Repairs:** The Drainage Supervisor directs the activities of crews involved with the dig-up, diagnosis and repair, and back filling of drainage system lines and associated structures such as catch basins. Work is performed on a scheduled maintenance or in response to emergent situations.

**Drainage Televising:** The Drainage Supervisor directs the activities of crews that investigate and diagnose the condition and failures in drainage pipes with the use of specialized televising and recording equipment. Other activities such as low pressure flushing and cleaning of sewer lines, and maintenance of outfalls and culverts is performed.

**Equipment Coordination:** The Drainage Supervisor is involved in all aspects of equipment and vehicle acquisition, field deployment, inspection, maintenance and repair, and disposal of used equipment. The Supervisor assigns equipment and operators to meet the needs of maintenance and emergency repair programs.

### **TYPICAL DUTIES \***

Recruit, train, orient and mentor both permanent and seasonal staff to achieve program objectives.

Maintain effective working relations with staff, supervisors and Leaders, contractor representatives, other City staff, and members of the general public in order to meet program objectives and resolve problems on a timely basis.

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Makes operational decisions to meet service objectives, responds to unusual situations related to weather conditions, equipment breakdowns, staff injuries and other unforeseen situations. Provide advice, problem solving, conflict resolution and direction to Foreman in response to emergent situations.

Provide appropriate service planning in areas such as manpower, equipment deployment, materials and supplies acquisition in order to ensure the continuing efficiency of drainage operations. Co-ordinates staff vacation schedules, changes to staff information (address, etc.) and implements programs such as WCB and modified work to accommodate workforce needs. Ensures adequate supplies of protective clothing, containment kits, etc. and ensures that staff adhere to safety regulations and policies.

Prepare and analyze program performance data and productivity reports for managers and provides planning forecasts, future resource requirements (budgets, etc.) and prepares administrative reports such as accident reports, environment incidents, maintenance schedules, unit costing, seasonal production, etc. Maintain SAP record base of inspection, maintenance and repair activity.

Gather information for discipline and dispute resolutions and recommends disciplinary action when required and determines whether remedial training and testing is required to resolve staff issues.

Maintain an awareness of new equipment, materials and methods in support of drainage system infrastructure, and provides leadership and training to implement new methods into the working environment. Researches and complies information in support of the acquisition of new and replacement equipment.

Perform related duties as required.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of the equipment, procedures, and associated policies and bylaws related to the City's drainage operations program.

Ability to effectively supervise the daily ongoing activities of a large drainage maintenance workforce including performance monitoring, attendance management, and Occupational Health and Safety compliance.

Ability to co-ordinate multiple aspects of the drainage maintenance program and to respond to unforeseen situations such as weather conditions, equipment breakdowns, environmental spills, etc.

Ability to communicate effectively with the public on matters related to service delivery and to resolve complaints in an expeditious manner.

Ability to effectively interpret and apply the concepts, principles and behaviours consistent with leading, motivating and encouraging staff; ensuring compliance with the City's policies and procedures and representing the City of Edmonton in a professional, honest, respectful, and safe manner.

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Skill in the operation of drainage service vehicles and associated equipment, the use and demonstration of proper lifting techniques and safety procedures.

Skill in the use of office automation software including word processors, spreadsheets, electronic mail, etc.

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### Job Level

- Grade 12 supplemented by training including Level I and Leading People for Results. A minimum of 6 years of experience in all aspects of drainage operations is required
- Possession of a pesticide application certificate where applicable
- Valid Alberta Drivers License with airbrake certification, City Driving Permit

#### **Drainage Services:**

The City of Edmonton is required to meet Alberta Environment Wastewater Collection Certification requirements for Drainage Services positions under this classification. All employees are required to obtain Level II Wastewater Collection Certification under the Alberta Environment Certificate program within 2 years of appointment to a permanent position within this class. Once the required level of certification is attained, the employee will transfer to the certified job code for this class, with the commensurate rate of pay.

The Drainage Branch reserves the right to waive the certification requirement for:

- an individual employee after 2 unsuccessful attempts at attaining the certification in a 2 year time frame or for
- a posted Design & Construction Section vacancy, where specific circumstances warrant,

provided that such waiver does not jeopardize the branch's ability to meet Alberta Environment certification requirements. The following classifications in the Drainage Operations Section will continue to require certification and incumbents will not be eligible for waiver of the certification requirement under any circumstances - these classifications are: Drainage Supervisor, Drainage Trainer, Training & Safety Instructor, Drainage Leader II, Maintenance Repairman II, and Pumpwell Millwright II.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>10M</u>	<u>10A</u>	<u>10B</u>	<u>10C</u>
Drainage Uncertified Grade	1894 042			
Drainage Certified Grade	2193 126			
Last Updated:	2010-05			
Originated:	2004-12			