



San Juan Water District
9935 Auburn Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Position Description

Distribution Supervisor

Status: FLSA Non-Exempt, Confidential in Nature & Safety Sensitive
Supervisor: Field Services Manager
Effective Date: July 14, 2026

Supervision Received and Exercised:

Receives direction from the Field Services Manager and exercises direct, technical and functional supervision over operations, maintenance, and meter technician personnel.

Primary Function

To plan, organize, direct and supervise field services operations, maintenance personnel, and meter technicians. To organize, assign and review the work of assigned personnel engaged in the performance of technical activities involving pipeline operation, maintenance, repair and construction, meter installation, testing and repair, and the general operation, maintenance, and repair of the District's Wholesale transmission system and Retail distribution system, including pipelines, storage facilities and appurtenances; to perform duties requiring a wide variety of specialized knowledge; regulatory expertise and supervision; to provide administrative support to the Field Services Manager and train distribution operators. Manage the District's meter program, including meter reading, maintenance of meter reading equipment and software, meter installations, and testing meters for accuracy.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the operation and maintenance of the District's transmission and distribution system; implement policies and procedures.
- Plan, prioritize, direct, supervise and review the work of staff involved in field services operation and maintenance activities.
- Provide field services staff with a weekly work schedule for construction and district related programs, coordinate with contractors as needed to schedule construction and program activities based off the district's needs and priorities.
- Provide support to engineering with CIP related staff needs and construction services as directed.
- Ensure district related project restorations are completed, such as paving, and concrete areas with district contractors or approved vendors.
- Apply and coordinate with county Jurisdictions for annual encroachment permits, and site-specific permits required for Field Services operations and projects in county right of ways.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

- Plan, prioritize, and review the work of staff assigned to a variety of duties related to the operation, maintenance and repair of the District's Wholesale transmission and Retail distribution systems.
- Assist in planning, supervising, and coordinating all projects and repair work and the preventative maintenance for the Distribution System.
- Fully understand and ensure compliance with the California Code of Regulations, Title 17 and Title 22, and the Statewide National Pollutant Discharge Elimination System (NPDES) Permit for Drinking Water System Discharges to Surface Waters.
- Maintain accurate records; utilizing the Districts asset management system.
- Provide meter testing data for accurate water measurement, regulatory compliance with state standards, system efficiency, and proactive asset lifecycle management.
- Manage the utility meter asset program, including meter box inspections, clearance, and cleanout initiatives, meter installations, testing programs and strategic replacement planning.
- Oversee the operation, maintenance, troubleshooting, and performance of the districts Automated Meter Reading (AMR) system.
- Review, investigate, and resolve mismatch reports, zero usage reports, high/low reads, re-read requests, and other data exceptions.
- Oversee and manage field services projects related to infrastructure upgrades, asset replacements and abandonments.
- Research and order equipment, tools, and materials as needed.
- Maintain and control the use of all tools, repair equipment, and machinery.
- Train distribution personnel in the safe use and handling of tools and equipment.
- Understand, endorse, observe, sustain and enforce District safety and emergency rules and programs (ERP, IIPP, Hazard Assessment, Hazardous Materials, LOTO, Confined Space Entry and Rescue, Heat Stress, ARC Flash, Hearing Protection, PPE, etc.) and all related safety requirements.
- Plan, conduct and maintain records for weekly tailgate meeting and other related meetings.
- Assist with capital and O&M budget recommendations.
- Submit justifications for various Field Services operation activities, and monitor and control related expenditures.
- Develop and work in effective cross-functional teams with other District departments to meet objectives and goals developed by those teams.
- Attend special training as needed, to stay current with the growing regulatory demands of the industry.
- Develop schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner.
- Evaluate the performance and growth of staff, recommending improvements and training modifications and opportunities.
- Provide and coordinate staff training; work with employees to correct deficiencies, prepare documentation as necessary.
- Promote the District's Succession Plan and develop subordinate employees.
- Coordinate and lead the maintenance and construction of the District's Wholesale transmission and Retail distribution and storage systems, including the construction, operation, maintenance and repair of mains and appurtenances, service connections, and meter installations, and maintain records of completed work in the Districts asset management system.

- Conduct troubleshooting methods for water quality and pressure problems.
- Prepare material requisitions and material usage lists.
- Assist the Engineering Department during design and construction of Wholesale and Retail projects and Master Planning.
- Prepare as-built plans and tie-off records for all projects assigned.
- Promote positive customer service relations and offer coaching in customer relations, procedures, and techniques for assigned staff.
- Assist with planning and directing various programs, including Fire Hydrant Maintenance Program, Main Flushing Program, Wholesale Transmission Pipeline Maintenance, Valve Maintenance, Lead and Copper Rule Compliance, SWPPP, and CUWCC Water Loss Reduction Program.
- Establish and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Develop and maintain Standard Operating Procedures (SOP's) and Job Hazardous Analyses (JHA's) with the Field Services Manager for all operational, maintenance, and emergency functions of Field Services i.e. Flushing, Wholesale Transmission Maintenance etc.
- Oversee the Cross Connection Control program.
- Manage the Leak Detection Program.
- Oversee service personnel providing customer service, USA support and contractor coordination related to the water distribution system. Document and provide written reports for incidents relating to staff or District property, safety hazards, etc. or others as directed.
- Develop, track and report staff performance measures to increase work efficiencies.
- Perform Competent Person duties for safety programs as assigned.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles and practices of technical and functional supervision and training.
- District and State of California policies, rules, regulations and procedures.
- General and specific principles of water distribution systems and related facilities.
- Methods, material, equipment, and tools used for the operation and maintenance of structures, pipelines, mains, meters, valves, and hydrants.
- Principles and practices of supervision, training and performance evaluations.
- Leak detection and locating equipment.
- Knowledge of Safe work practices and General Industrial Safety Orders that apply to the operation and management of drinking water systems.
- Modern office procedures, methods and computer equipment, including Microsoft Office applications, GIS, and the Districts asset management system.
- Principles and practices of customer service.

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- On a continuous basis, know and understand operations, and observe safety rules; intermittently analyze problem equipment; identify and locate equipment; interpret work orders; remember equipment location; and explain jobs to others.

- Intermittently, sit while studying or preparing reports; bend, squat, climb, kneel and twist when performing installation of equipment; perform simple and power grasping, pushing, pulling, and fine manipulation.
- Perform the most complex duties related to the maintenance and repair of the District's distribution system.
- Work effectively under time deadlines.
- Apply District, State and Federal policies, procedures, rules and regulations.
- Prepare work schedules; organize schedule and coordinate the work of others.
- Operate all the field operations' equipment at a journeyman level.
- Prepare and maintain records of scheduled work.
- Utilize strong math skills.
- Proficiently use computers and applicable software, including Word and Excel.
- Work long hours including evening hours.
- Initiate and maintain effective safety practices.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to graduation from high school supplemented with training in water quality and distribution system principles and practices.

Experience:

Minimum three years of responsible experience equivalent to Distribution Operator IV with San Juan Water District

License or Certificate:

License or Certificate: Class C License, Distribution IV, Water Treatment II, Cross Connection Control Specialist, and Water Sampling Certificate are all required to be eligible for this position.

Possession of a Grade IV Water Distribution Operator's Certificate issued by the State of California Department of Health Services within one year after obtaining position.

Possession of a Cross Connection Specialist Certification within one year.

Possession of a Grade II Water Treatment Operator's certificate within one year.

Possession of a certified water sampler certificate within one year.

Physical Capabilities

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
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Seeing				✓
Hearing				✓
Standing/Walking			✓	
Sitting			✓	
Climbing/Stooping/Kneeling			✓	
Lifting/Pulling/Pushing		✓		
Approximate Maximum Weight to Lift	75 Pounds			60 Pounds
Fingering/Grasping/Feeling				✓
Average Working Conditions	34 Percent Indoors, 66 Percent Outdoors in Inclement Weather			