

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Water Services Manager

CLASS CODE: 3537

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification plan and direct the daily efforts of the Water Service Division in order to uphold quality standards and enforce city ordinances.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level managerial classification in the Water System Maintenance Series – Water Management Group job family within the City of St. Louis. Incumbents within this classification perform moderately complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include directing the work and procedures of subordinate staff of the Water Meter Group.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This class contains positions whose incumbents are delegated on a regular and recurring basis full authority to integrate and coordinate a group of dissimilar functions, all contributing to a common objective. Positions in these classes are held accountable for the work performance of subordinate supervisors, lead workers and other staff. This level of work interprets and explains individual and collective objectives set by senior management from overall goals to subordinate staff.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, coordinates and controls the work unit's operations/programs to establish operational priorities, coordinate these operations with other functions within the agency, and ensure program objectives and standards are established, attained and congruent with overall goals.

Determines and requests/submits staff, material and equipment needs for managed operations/programs managed.

Contributes to the formulation and justification of budgetary requests for the agency as a whole.

Determines performance evaluation standards and procedures to provide information to subordinate staff on individual work performance expectations to ensure complete and objective appraisal of subordinates' performance.

Develops and directs the implementation of operational plans pertinent to managed operations/programs to ensure the establishment of appropriate goals and the development of action steps to achieve these goals.

Develops and recommends new and revised statutes, rules, policies, and procedures to respond to changes in operational/program needs, objectives, and priorities and to improve the effectiveness of managed operations/programs.

Schedules daily field tasks.

Reviews work performed in the field, such as meter readings and repairs.

Evaluates and approves serviceline repairs.

Works with customers experiencing backflow problems.

Responds to customer complaints and assigns problems to appropriate personnel.

Generates monthly reports.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

Human Interaction:

Requires the ability to manage and direct a large group of employees, which may include first-line supervisors. Oversees and controls employee discipline, selection and allocation, and planning of human resources.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a motor vehicle, personal computer, leak detector, camera and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of advisory data and information such as field and leak reports, payment agreements, work orders, plumbing codes, training manuals and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication and division; calculate percentages, and decimals.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

Environmental Factors:

Tasks may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, or pathogenic substances.

Physical Requirements:

Requires the ability to lift, carry, push, and pull moderately heavy objects and materials, twenty to fifty pounds, such as opening water meter boxes for inspection.

Tasks involve the regular and, at times, sustained performance of moderately physically demanding work, typically involving some combination of climbing and balancing, stooping, kneeling, crouching and crawling to perform inspection duties.

Sensory Requirements:

Requires the ability to recognize and identify similarities or differences between characteristics of colors and sounds associated with job-related objects, materials and tasks, such as distinguishing between color-coded notices.

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.