



Development Services Supervisor

Department/Division:	Engineering
Reports To:	Director of Engineering
Provides Direction To:	Development Services Coordinator I/II/III; Engineering Inspector I/II/III; Assistant Engineer
FLSA Exemption Status:	Exempt
Effective Date:	3/20/2025

GENERAL PURPOSE

Under general direction, to plan, organize, train, and supervise the work of staff who receive, review, and process developer and property owner requests for District services; to perform special projects and handle the most difficult, complex or sensitive customer project problems and disputes; to prepare special and recurring reports or special studies; to develop recommendations to improve department operations; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the full supervisory level in the Development Coordinator classification series with responsibility for planning, organizing, supervising, reviewing and evaluating the work of assigned staff and ensuring water service requests are being processed accurately and timely. An incumbent is responsible for providing technical-level support to management staff in the Engineering Department in a variety of areas. The incumbent is accountable and responsible for on-going decision-making associated with the work. The incumbent exercises independent judgment on diverse and specialized development services operations and activities. Performance of the work requires the use of independence, initiative, and discretion within established guidelines. Incumbents receive occasional instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation in accordance with the District's rules, policies, and labor contract provisions.

- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment which supports achieving the department and the District's mission, strategic plan, objectives, and values.
- Oversees the direction and training of new employees on preparation of Applications for Service, the District's Water Service Rules and Regulations, and Development Services practices including use of telephone and computer equipment, submittal review, and data requirements of the multiple software systems; develops training manuals and job aids.
- Reviews the work of staff for compliance with established procedures, District ordinances, and regulations, as well as for accuracy, and proper grammar; makes or directs corrections as necessary.
- Identifies and evaluates customer trends; develops recommendations to improve department operations; conducts special studies and recommends organizational, procedural, or other changes; implements improvements as appropriate; prepares special or recurring reports or special studies.
- Addresses the more difficult customer-relations situations, involving upset and dissatisfied customers which require a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate.
- Maintains, implements, and updates Development Services processing procedures and policies for the section and other engineering personnel.
- Conducts cross-divisional staff discussions for development services; schedules and coordinates activities with other departments and divisions, customers, contractors, and other agencies.
- Directs, advises, and assists subordinate positions with difficult or unique issues that arise with Applications for Service and evaluates staff for their consistency and effectiveness in preparing and processing applications.
- Balances the scheduling of staff among assignments to accommodate customer demand; monitors staff interactions with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- Participates in staff meetings and provides recommendations in connection with routine departmental, administrative, and legal procedures.
- Researches and assembles information from a variety of sources for the preparation of records and reports; makes arithmetic or statistical calculation; organizes and maintains office files; prepares and maintains a variety of records and reports, including timecards, worksheets, accident reports, and program documents;
- Evaluates equipment and materials used in the work group and recommends changes and/or additions, as required; requisitions necessary equipment and supplies, and reviews and approves requests by subordinates.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Provide courteous and expeditious customer service to the general public and District staff.
- Represents the District with utilities, cities, engineering firms, contractors, developers, and manufactures; coordinates projects with other agencies.
- Operates District vehicles.
- Maintain prompt and regular attendance.
- Performs other related duties, as assigned.

QUALIFICATION GUIDELINES

Knowledge of:

- Principles and practices of employee supervision, including planning, reviewing and evaluating work, performance management, discipline, and the training.
- Principles and practices of leadership.
- Principles and techniques for establishing and maintaining strong and effective teamwork within a group.
- District personnel rules, policies, and labor contract provisions.
- Effective customer service techniques for effectively interacting with the public, vendors, contractors, and District staff.
- Principles and practices of civil engineering and other engineering disciplines used in the utility industry.
- Engineering economics and cost estimating.
- General land planning, plan checking, and construction-related methods, processes, and terminology.
- Methods and techniques of reviewing and interpreting parcel maps and legal property descriptions.
- General research and report writing methods.
- General understanding and utilization of GIS systems and tools.
- Knowledge of water utility fee structures and cost service methods applicable for new development.
- Construction management and inspection methods.
- Development agreement and contract methods for design and construction of water utility infrastructure.
- Laws, regulations, and standards applicable to new development and water utility facilities.

Ability to:

- Effectively select, supervise, train and develop staff, ensuring work is performed effectively, and evaluating performance in an objective and constructive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Prepare, administer, and monitor a division/department budget.
- Prepare clear and concise correspondence and other written materials.
- Accurately interpret, explain, and apply complex District Water Rules and Regulations, policies, and procedures regarding water service installation and rates.
- Read and interpret engineering drawings, quad sheets, and maps.
- Perform mathematical calculations quickly and accurately.
- Follow and apply written and oral work instructions.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Coordinate multiple, complex development projects and plan reviews and establish compliance with District standards, development and financing agreements, and applicable laws/regulations.
- Understand property rights, legal agreements and construction financing.

- Develop and coordinate water utility infrastructure plans, including hydraulic requirements and coordinate engineering designs with other staff and external consultants/developers.
- Prepare clear and concise correspondence, reports, studies, memoranda, ordinances, resolutions, and other written materials.
- Interpret and analyze technical information and make independent judgements.
- Apply civil and engineering principles and practices to resolve complex and difficult problems.
- Perform plan reviews and plan checks of design plans for water infrastructure; adhere to and comply with safety standards and the proper use of safety equipment.
- Safely operate a District vehicle and maintain driving record acceptable to the District's insurance carrier.

Minimum Qualifications:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: Bachelor's degree in Civil, Mechanical, or Environmental Engineering, Construction Management or related field.

And

Experience: Four years of closely related engineering, public works, survey, real property or comparable experiences which would have provided the required knowledge, ability and proficiency required to perform technical engineering duties. Increasingly responsible experience providing technical support to an engineering program which includes at least one (1) year in a lead or supervisory capacity.

Licenses, Certificates; Special Requirements:

Possession of a valid, Class "C" California Driver's License, acceptable driving record, and proof of auto insurance in compliance with the District's Vehicle Insurance Policy standards.

Desirable Certificates

Possession of SWRCB Certification as a Water Distribution Systems Operator and/or Water Treatment Operator.

PHYSICAL AND MENTAL DEMANDS:

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

While performing the duties of this class, the employee is constantly required to sit and regularly to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally bends, stoops, lifts, and carries objects weighing up to 25 pounds.

Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT