

JOB DESCRIPTION

Job Title:	Water Department Supervisor	FSLA Status	Classified Full-time Non-Exempt Non-Union
Department:	Public Services	Base Range	\$35.10-\$39.90 Hourly/\$73,000-\$83,000 Annually
Reports to:	Asst. Director of Public Services	Last Amended	8/2026

PURPOSE

Under the direction of the Assistant Director of Public Services, the Water Department Supervisor is responsible for overseeing the operations of the City of Aurora Water Department, including performing supervisory responsibilities and other related duties as needed.

DISTINGUISHING FEATURES OF THE CLASS:

The Water Department Supervisor is responsible for overseeing, planning, organizing, and supervising the activities of Water Department personnel. This role also serves as the primary operator of record for the department.

RESPONSIBILITIES AND DUTIES:

- Plan, organize, schedule, and assign daily work activities for Water Department personnel.
- Direct crews in the field.
- Source, obtain pricing for, and order parts for repair and maintenance operations.
- Observe, evaluate and document employee performance.
- Report to the Assistant Director on personnel performance, progress of ongoing projects, emergency repairs, and department morale.
- Ensure compliance with required licensing and training requirements.
- Plan, coordinate, and conduct training programs for new and existing personnel.
- Review and process payroll, vacation, and sick leave forms for Water Department personnel.
- Assist the Assistant Director in the preparation of the annual Water Department budget.
- Develop and maintain positive public relations.
- Answer residents' questions and complaints on water service, maintenance and repairs of water systems, in person, by telephone, or through written correspondence in a timely manner.
- Identify operational issues and ensure follow-through on corrective actions by assigning, directing and assisting in operations.
- Coordinate with the Water Billing staff to ensure accurate billing.
- Review investigations of unusually high water bills and address issues with customers and inform the Assistant Director of the problem and resolution in a timely manner.
- Review delinquent water bills with the Billing staff and direct shutoffs as approved by the Assistant Director.
- Direct and oversee water meter reading, meter records, repairs, and installations.
- Proactively plan maintenance and repairs of the City's water distribution system.
- Conduct periodic inspections of City-owned equipment and vehicles; assign minor maintenance and repairs on equipment; and report major repair needs and replacement recommendations to the Assistant Director.

- Maintain an inventory of supplies and materials required to support water system operations.
- Consult with the Assistant Director regarding purchasing needs and initiate requisitions for required supplies.
- Review, direct, and oversee the backflow prevention program.
- Assist in the review of all water-related components of construction plans and provide comments and recommendations to the Assistant Director.
- Oversee the department asset management system, including but not limited to field data collection, coordination with the GIS coordinator, workflow development, and asset inventory.
- Maintain and update records on the location and condition of service boxes, fire hydrants, valves, and water lines.
- Direct and review the maintenance and operation of water tanks.
- Plan, organize, and direct the maintenance of all water lines, fire hydrants and valves.
- Plan and direct the fire hydrant flushing program.
- Direct water sampling and testing to ensure water quality compliance.
- Gather and maintain documentation required for EPA-related reports.
- Provide water-related guidance to private contractors involved in major projects, as needed.
- Serve on an on-call basis for emergency repairs and maintenance.
- Assist other City departments when needed.
- Perform other duties as assigned by the Assistant Director.

SPECIALIZED KNOWLEDGE, SKILLS, AND ABILITIES:

- Comprehensive knowledge of:
 - Water distribution, operations and procedures
 - Mechanical equipment and equipment operations
 - Mechanical systems
 - Operation, maintenance, and installation of water mains, service lines, and fire hydrants, and valves
 - Leak detection, location, and repair of water mains, service lines, and fire hydrants
- General knowledge of:
 - Municipal operations
- Abilities:
 - Plan, organize, and direct work performed by assigned personnel
 - Evaluate work performed by assigned personnel
 - Interact and communicate effectively with the public
 - Read and interpret construction plans and schematics
 - Communicate clearly and effectively in both oral and written form
 - Work independently or as part of a team
 - Demonstrate strong attention to detail
 - Respond to emergency calls outside normal working hours, as needed
 - Demonstrate a commitment to upholding safety standards in all operations
 - Demonstrate strong mechanical aptitude
 - Exercise sound professional judgement
 - Apply good psychomotor skills to safely and accurately perform required tasks
 - Maintain physical condition sufficient to perform essential job duties.

ACCEPTABLE TRAINING OR EXPERIENCE:

- Graduation from an accredited high school
- Minimum of a State of Ohio Class 1 Water Distribution System Operator Certification
- As a condition of continued employment, the candidate must have the ability to **obtain a Class II within a one-year period from date of hire.**
- Minimum of five (5) years' supervisory experience or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS:

- Ohio EPA Water Distribution Operator License I/II
- Valid State of Ohio Driver's license and/or a State of Ohio CDL with a safe driving record.

PHYSICAL DEMANDS:

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

While performing the duties of this job, the employee is regularly required to use hands to operate equipment or controls and to reach with hands and arms. The employee is frequently required to sit, stand, talk, or listen. The employee is occasionally required to walk, stoop, kneel, or crouch.

The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision (corrected or uncorrected), color vision, peripheral vision, depth perception, and the ability to adjust focus.

HOW TO APPLY:

Qualified applicants may submit their resumes and applications to [HR @AuroraOH.com](mailto:HR@AuroraOH.com)

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

The City of Aurora provides reasonable accommodation when requested by a qualified applicant or employee with a disability unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact the Personnel Department at 330-562-6390, or popek@auroraoh.com.

Candidate must be able to satisfactorily pass all pre-employment checks, including a criminal background screen and drug test.

The City of Aurora is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, gender, religion, age, sexual orientation, disability, military/veteran status in employment or provision of services.