

OPERATIONS SUPERVISOR

- DITCHES

Public Works | Gravity Drainage



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Operations Supervisor - Ditches is responsible for directing, coordinating, and overseeing gravity drainage maintenance operations addressing drainage issues to prevent flooding and system failures.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Thursday

SHIFT

7 a.m. to 5:30 p.m.

LOCATION

Public Works – North Campus

REPORTS TO

Gravity Drainage Superintendent

PHYSICAL DEMANDS

Lift over 50 lbs. (heavy)

WORK ENVIRONMENT

Combination of indoor administrative duties and outdoor fieldwork, with frequent exposure to varying weather conditions, noise, and physical demands, as well as availability for emergency response and extended or irregular hours when required.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

In this role, the incumbent will be expected to supervise and coordinate gravity drainage maintenance operations parish-wide by directing crews, managing work orders and equipment, and responding to public concerns and emergencies while ensuring all work is performed safely, efficiently, and in compliance with Parish standards.

The Operations Supervisor – Ditches also coordinates with the Superintendent on projects and emergency responses while maintaining accurate operational, personnel, and equipment records.

JOB DUTIES

- Plan, schedule, assign, and oversee all gravity drainage maintenance operations parish-wide to ensure efficient, timely, and compliant service delivery.
- Supervise, train, evaluate, and discipline maintenance and support crews; organize personnel, equipment, and work assignments to meet operational priorities.
- Coordinate daily operations through work order management systems, including creating, assigning, reviewing, and closing work orders, while monitoring productivity and job performance.
- Inspect gravity drainage systems, culverts, pump stations, and related infrastructure; assess problem areas and blockages and initiate corrective maintenance or repairs.
- Review and interpret subdivision drainage plans, profiles, culvert installation plans, and proposed drainage calculations to ensure proper construction, maintenance, and system performance.
- Conduct routine and emergency field inspections; schedule and oversee in-house repairs, equipment maintenance, and pump station cleanings.
- Ensure all tools, vehicles, and equipment are properly maintained, inspected, documented, and in safe working condition.
- Manage employee attendance records, submit overtime, and maintain standby and on-call schedules.
- Respond to emergency drainage situations, including after-hours and 24-hour on-call responsibilities, and coordinate crew call-outs as needed.
- Communicate regularly with the Gravity Drainage Superintendent regarding daily operations, project status, staffing, equipment, public concerns, and drainage improvement initiatives.
- Coordinate and attend meetings with residents, contractors, utility providers, and pipeline companies; address public inquiries and report complaints or issues to the Superintendent.
- Assist with safety program implementation, attend and present safety meetings, and ensure compliance with all departmental safety policies and procedures.

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JOB DUTIES CONTINUED

- Prepare and submit daily, weekly, and periodic reports; maintain accurate records, checklists, logs, and documentation related to operations and equipment.
- Assist with annual budget preparation, procurement of materials and supplies, and evaluation of drainage system improvements.
- Participate in employee interviews, train new personnel, and assume Superintendent responsibilities in their absence as required.
- Conduct regular reviews of Samsara vehicle footage to monitor employee driving behavior, identify and document unsafe practices, provide coaching or corrective action as needed, and collaborate with Risk Management to address recurring issues and promote a culture of safe driving.
- Review and approve Absence Requests, FAST forms, and employee timecards submitted through TeamTPCG to ensure accuracy, compliance with policy, and timely processing.
- Participate in quarterly One-on-One meetings with Supervisor.
- Conduct quarterly One-on-One meetings with each subordinate to ensure alignment on responsibilities and expectations, track progress, identify areas for support or development, and facilitate meaningful feedback and goal setting.
- Ensure employees complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- Perform any additional task as required by Supervisor.

SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to lead, train, and discipline maintenance and support crews while promoting safety, accountability, and efficient field operations across parish-wide drainage activities.
- **Time Management:** Ability to prioritize, schedule, and coordinate multiple maintenance projects, inspections, emergencies, and administrative deadlines to ensure uninterrupted drainage operations.
- **Analytical Skills:** Must be able to evaluate drainage conditions, work orders, plans, and field data to identify system issues, determine corrective actions, and improve operational efficiency.
- **Communication Skills:** Ability to clearly communicate instructions, expectations, and technical information to crews, contractors, Parish leadership, and the public, both verbally and in writing.
- **Organizational Skills:** Ability to maintain accurate work order documentation, maintenance schedules, personnel records, equipment logs, and reports while managing concurrent operational responsibilities.
- **Technical Skills:** Must be proficient in the gravity drainage systems, ability to read subdivision and interpret drainage and subdivision plans, use survey tools, oversee inspections, and utilize Microsoft 365, Teams, Planner, and computerized work order systems.
- **Qualifications:**
 - High School Diploma or GED Certificate.
 - Minimum of two (2) years of experience as a Foreman at the next lower level or three (3) years of supervisory experience in a field operations environment.

