

OPERATIONS SUPERVISOR

- WASTEWATER LINE CREW

Public Works | Pollution Control | Collections



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Operations Supervisor – Wastewater Line Crew is responsible for overseeing the daily operation, maintenance, inspection, and repair of the publicly owned wastewater collection system.

JOB OVERVIEW

PAY TYPE

Non-Exempt (Hourly)

SCHEDULE

Monday to Thursday

Must be willing to work overtime including nights, weekends, and holidays, and in other areas of the division as needed.

SHIFT

6:30 a.m. to 5 p.m.

LOCATION

Pollution Control Facility – St. Louis Canal Road

REPORTS TO

Sewerage Supervisor - Collections

PHYSICAL DEMANDS

Lift over 50 lbs. (heavy)

WORK ENVIRONMENT

Indoors and outdoors with exposure, to wastewater, inclement weather, and other hazardous conditions.

Frequent interactions with personnel, government official, and the public.

EMERGENCY EVENTS

Required to work during emergency events.

REQUIREMENTS

Valid Louisiana driver's license

LA DHH-OPH Wastewater Collection IV Certification or ability to obtain

In this role, the incumbent will be expected to plan and assign work, prepare schedules and maintenance checklists, monitor system performance, and ensure compliance with safety, regulatory, and operational standards.

The Operations Supervisor performs and coordinates line cleaning, inspections, testing (including smoke, dye, and video), lift station maintenance, and emergency response activities to ensure the reliable and efficient operation of the wastewater collection system.

JOB DUTIES

- Supervise, direct, and support personnel engaged in the operation, maintenance, inspection, and repair of the wastewater collection system to ensure safe, efficient, and reliable service.
- Plan, assign, and oversee work activities, including preparing work schedules, maintenance checklists, and staffing coverage.
- Schedule and oversee the cleaning of sewer services and gravity mains and ensure completion in accordance with established standards and procedures.
- Inspect collection system facilities and infrastructure regularly to verify proper maintenance practices and identify deficiencies or needed repairs.
- Perform and oversee non-routine maintenance, emergency repairs, and system upgrades, including coordinating work with contractors and other operating divisions.
- Schedule, perform, and oversee field testing and inspections, including smoke testing, dye testing, video inspections, and other investigative activities related to system performance.
- Lead investigations into infrastructure failures, infiltration and inflow, sinkholes, broken streets, and other collection system issues, and recommend corrective actions.
- Coordinate lift station maintenance activities in collaboration with the Collections Superintendent, Pump Mechanic Supervisor, and other operational staff.
- Assist pump mechanics, maintenance personnel, and contractors with repairs, upgrades, and troubleshooting of collection system components as needed.
- Ensure all required tools, equipment, vehicles, and materials are available, properly maintained, and in safe working condition.
- Maintain assigned vehicles and equipment, ensuring cleanliness, safe operation, and compliance with departmental standards.
- Maintain accurate records, including work orders, time sheets, inspection reports, maintenance logs, and documentation of non-routine activities.
- Obtain quotes, purchase parts, materials, and supplies in accordance with approved purchasing procedures, and maintain appropriate inventory levels for collection system repairs.
- Recommend equipment, materials, and budget items for inclusion in annual operating and capital improvement plans.
- Provide technical guidance, training, and mentorship to staff, including instruction on procedures, safety requirements, and work order systems.

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JOB DUTIES CONTINUED

- Resolve customer service complaints related to wastewater collection system operations and maintenance in a professional and timely manner.
- Support environmental and regulatory compliance efforts by identifying potential industrial users and coordinating with appropriate regulatory personnel.
- Adhere to and enforce all safety rules, regulations, and policies, including confined space entry, hazardous chemical handling, and use of personal protective equipment.
- Perform utility locates and assist with identifying sewer force mains, gravity mains, and sewer services when required.
- Perform related duties as assigned to support the overall effectiveness and reliability of the wastewater collection system.
- 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 effectively supervise, motivate, and develop field personnel while enforcing safety, performance, and operational standards in a dynamic utility environment.
- **Time Management:** Ability to prioritize and coordinate multiple maintenance activities, schedules, and emergency responses to ensure timely completion of operational objectives.
- **Analytical Skills:** Ability to evaluate system conditions, interpret inspection data, identify operational issues such as infiltration or equipment failure, and determine appropriate corrective actions.
- **Communication Skills:** Must be able to clearly and professionally communicate technical information, expectations, and resolutions to employees, management, contractors, regulatory staff, and the general public.
- **Organizational Skills:** Ability to maintain accurate records, manage work orders, inventories, schedules, and compliance documentation while coordinating resources across multiple work functions.
- **Technical Skills:** Comprehensive knowledge of wastewater collection system operations, maintenance practices, equipment use, testing methods, and regulatory requirements necessary to supervise and perform fieldwork effectively along with proficiency in using Microsoft 365 applications, including SharePoint and Planner, and a computerized work order management system to track maintenance activities, documentation, and compliance.
- **Qualifications:**
 - High school diploma or GED required.
 - Supervisory experience is required, with prior experience in wastewater collection system operations preferred.

