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**WATER AUTHORITY OF FIJI**  
**REF: 1069 SUPERVISOR DMA**  
**(WAIYEVO DEPOT)**

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**Purpose**

The Supervisor DMA is responsible for providing effective supervision over the implementation of daily operation and maintenance activities to ensure successful delivery and the achievement of DMA performance objectives/targets, within their designated zone. This position directly reports to the Team Leader Water Operations and indirect reporting to the Regional Engineer & Distribution Engineer in the Region.

**Principal Accountabilities**

1. Effective supervision of Operations and Maintenance activities for the designated zone
  - Timely and relevant assistance provided to the Team Leader Water Operations for the successful delivery of the following:
    - Implementation of strategic business plans and operational processes and procedures to enhance the efficiency of water delivery
      - Advice provided on the enhancement of operations practices and guidelines to provide service delivery
    - Implementation and refinement of Standard Operating Procedures (SOPs)
    - Appropriate work schedules for staff (based on annual business plan objectives) and preventative maintenance schedules for DMA assets/equipment/machinery within designated zone developed and successfully implemented
    - Identify key areas of infrastructure improvements based on service orders attended to by direct reports;
    - Formulation, development and implementation of operational and maintenance plans for the Operations and Maintenance function;
    - Assist the Team Leader Water Operations in the Development of Capital Works Project required for implementation as part of the public sector investment programmes

- Annual budget for DMA Zone effectively monitored upon implementation and achieved
- Budget variances identified and appropriately addressed in consultation with relevant parties
- Advice provided on the enhancement of operational practices and guidelines to provide high quality and efficient service delivery, for designated DMA Zone
- Effective and efficient delivery of the following ensured:
  - Resource planning and coordination of DMA team in designated zone delivered to effectively and efficiently deliver quality and consistent water supply services
  - Work schedules are provided to the Technical Officer DMA & Staffs
  - Planned Preventive Maintenance (PPM) works on water infrastructure under the DMA area of responsibility is implemented under the guidance and in consultation with Team Leader Water Operations
  - Continuous improvement in operations procedures that resulted in improved service delivery
  - Maintenance and repair of all distribution main(s) successfully delivered within budget, schedule and scope of works
  - Hygiene and housekeeping standards effectively enforced and complied with by all staff
  - All DMA staff within the designated zone fully compliant at all times with all relevant legislations, regulations, requirements, including the following:
    - Fiji National Drinking Water Quality Standards
  - OHS regulations and Personal Protective Equipment (PPE) requirements etc.
- Quality and Timely Supervision of direct Reports
  - Quality and timely reports and technical advice provided to Technical Officer and Team Leader Water Operations on the performance of DMA operations, water supply systems and WAF business objectives that are relevant to the designated zone
  - Technical assistance to Technical Officer and DMA Staff for all relevant maintenance and repair works ensuring full compliance with WAF Standards and OHS Practices at all times
- Effective relationship management in relation to external stakeholders, including but not limited to Provincial Councils, community leaders etc. delivered

- Timely and successfully resolution of all complaints by customers within the stipulated timeframe delivered
    - Effective complaints resolution/management system implemented and continuously strengthened
  - Timely compilation and reporting of the Work Order forms for each complaint attended by the DMA Team ensured
    - Data effectively captured in the GIS Standard Format submitted in a timely manner to the GIS Unit
    - Completed service orders closed out on a timely manner
  - Effective documentation ensured and maintained at all times
    - Duly completed worksheets while working with various WAF & hired plant hires in carrying out the Operations & Maintenance works delivered and maintained
  - Robust analysis of repairs and maintenance data collected by staff encouraged and ensured, with well-informed decision making ensured
    - Data reviewed, refined and reported to the Team Leader Water Operations, Regional Engineer and Distribution Engineer with relevant recommendations
    - Data accuracy and integrity maintained at all times
  - Effective monitoring and recording all WAF assets given to DMA subordinates delivered
  - Timely raising of materials requisition and coordination with stores for timely purchase and delivery ensured
    - Material availability maintained at the required level at all times
  - Quality research and proposals on innovative processes, technologies etc. that are applicable to WAF's DMA function led and/or reported to superiors
  - Culture of process improvement encouraged within the Unit
2. Timely, relevant and compliant reporting delivered
- All internal and external (if any) reporting requirements in relation to the outcomes of this role understood and correctly executed
    - Robust and relevant periodic reports/documents prepared and submitted as and when requested. This includes daily DMA performance reports for the designated zone and any other and daily/ weekly/ monthly reports to management as requested.
    - Superiors provided with useful information combined with analysis and interpretation, for the purpose of decision making
    - Ad-hoc information request by superiors addressed in a timely manner

### 3. Human capital management

- Effective oversight, coaching, mentoring of DMA staff within the designated zone delivered
- Training needs for staff effectively monitored in partnership with direct reports and appropriately addressed in consultation with the HR Department
- Relevant performance measures established for staff, timely performance appraisals carried out and action items resolved (supporting both strengths and weaknesses) in consultation with the HR Department and other relevant parties
  - Disciplinary actions carried out in consultation with the HR Department and in full compliance with all relevant laws, legislations and internal requirements
- Opportunities that encourage active employee participation provided to staff and team goals and targets achieved
- Develop and drive a culture of Safety and Efficient amongst all DMA staffs
- Motivational support provided through development and staff recognised and rewarded for their achievements in line with business goals
- Low staff morale identified and creative ways to make work rewarding implemented
- Effective contribution to the HR Recruitment function for relevant WAF positions ensured. This shall include but not be limited to being a member of relevant recruitment interview panels

### 4. Teamwork and cooperation

- Cooperation within the team and greater function / department encouraged
- Cooperation across functions / departments ensured
- Collaboration and leadership to achieve relevant organisational targets and goals
- Other related duties assigned by the Team Leader effectively and efficiently addressed

### 5. Organisational values upheld and demonstrated at all times

- Support toward the alignment of deliverables to organisational values and strategic directions ensured
- Organisational values and good corporate and governance practices are complied with in delivering outcomes ensured

## **Knowledge & Experience**

- 1. Diploma in Civil Engineering or Mechanical Engineering or Welding & Fabrication or Construction Studies with at least 5 years of proven experience in a similar role or experience in managing water & wastewater assets, operations and maintenance works  
**OR**
- 2. Certificate in Water & Waste Water Engineering or Plumbing & Sheet Metal or Certificate IV in Plumbing & Sheet Metal with at least 10 years of proven experience in a similar role or experience in managing water & wastewater assets, operations and maintenance works
- Knowledge and experience on WAF Operations and experience on water and wastewater operations, maintenance and construction related works would be an added advantage.
- Proficient in the use of Microsoft Office applications
- A good understanding of the budget and expenditure procedures and processes
- Demonstrated ability to manage people effectively in a change environment
- Proven ability to supervise operational activities within budget and to the satisfaction of stakeholders
- Proven ability to create a motivated environment where goals can be achieved
- Proven ability to make sense of large amounts of information, and complex situations, getting to the heart of the problem quickly and make effective and timely decisions based on consideration of the facts and alternatives available
- Excellent communication, interpersonal and relationship management skills
- Proven people management experience

## **Skills & Abilities**

- Achieve or exceed performance targets by facilitating the work and motivating and guiding the work group.
- Ensure work delegated is completed in an effective and timely manner, accepts accountability.

- Identify the important issues and select an established procedure to address the problem

### **Remuneration**

(\$22,400.00 - \$28,000.00)

### **WHERE TO SEND YOUR APPLICATION**

Typed applications must include the curriculum vitae in chronological order and the names of 2 referees with certified copies of relevant certificates and separate application for different positions. Briefly state how you meet the knowledge, experience, skills and abilities for the position applied.

**INCOMPLETE & LATE APPLICATIONS WILL NOT BE CONSIDERED. ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.**

Applications should be marked “**Confidential REF: 1069 Supervisor DMA (Waiyevo Depot)**” and should be received no later than **15 July 2022** and could be:

**Mailed to:**

The Manager Human Resources      or  
Water Authority of Fiji

**Hand delivered to:**

Human Resources Unit      or  
Level 3, Manohan Building

**Emailed to**

hr.recruit@waf.com.fj