



# Utility Operations Manager

Agency/Department: Operations Department

Reports to: Engineering and Operations Manager

Supervises: Utility Operations Supervisor, Utility Operations Crew Chiefs, Maintenance Technician I/II Crew Chief, Operations Coordinator, and provides direct or indirect supervision to the Operation Maintenance Workers, Lead Water Quality Control Technician, Water Quality Control Technician, Equipment Operators I/II, Fleet Coordinator, and Fleet Assistant

Approved by:

Date Approved: January 2005

Date of Last Revision: 05/14/13

Reports to: Engineering and Operations Manager

Management/Confidential Exempt

**JOB SUMMARY:** The Utility Operations Manager will plan, organize, direct and review the activities of the water and wastewater operations in the Public Works Department. Manage, supervise and participate in a wide range of maintenance and repair related projects involving public infrastructure for water and sewer, public utility operations, fleet and equipment, and base facilities accomplished in compliance with all applicable regulatory operational, procedural and budget guidelines.

**DISTINGUISHING CHARACTERISTICS:** This is the advanced level supervisory management position with significant field and administrative responsibilities for planning and delivering program services, responding to emergency situations, and supervising personnel. Requirements include evening and weekend hours and response to emergency situations. This position is classified as Fair Labor Standards Act (FLSA) Exempt.

The Utility Operations Manager will develop and implement District programs, including but not limited to: job and safety training; infiltration/Inflow prevention; OSHA compliance; annual budget preparation; representation of the District to outside agencies and customers; prepare routine reports and perform cost analysis; employee development; and project prioritization and recommendations.

## EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Serves as a member of the District and Public Works Department's management team and participate in the development and implementation of District goals, objectives, priorities, policies and procedures, project prioritization, and problem resolution.

2. Plan, direct, coordinate, supervise and review the work of assigned crews in scattered locations engaged in water and/or wastewater maintenance, repair, installation, construction, and vehicle maintenance.
3. Review, approve and may prepare requisitions for necessary equipment, material and supplies; Prepare equipment and bid specification documents.
4. Complete and maintain a variety of records and reports including time and materials records, work reports, and cost records.
5. Supervise, train, instruct, and motivate employees.
6. Recommend and enforce safety requirements and inspect against those standards; assist in maintaining Material Safety Data Sheets (M.S.D.S.) records.
7. Represent the District in resolution of citizen inquiries and complaints and suggest corrective actions; study maintenance functions and recommend improvements; process and resolve employee grievances.
8. Review and advise staff at various phases of work and give them specific support as needed; discuss work progress and ascertain the amount of materials, supplies and staffing level needed.
9. Prepare budget estimates and other staff reports.
10. Evaluate staff's performance and prepare performance evaluation reports in a timely manner.
11. Monitor maintenance, repair, and capital improvement budgets of project sites to evaluate work progress, process, and quality; resolve work problems; determine additional needs; assure continuous support and follow-up.
12. Schedule, plan and coordinate staffing levels, equipment and supplies to complete designated tasks and within established budget parameters. Assign, review, and evaluate the work of staff for accuracy, suitability, and completeness.
13. Keep informed of current trends and technology in areas of responsibility and apply to assigned functional area of responsibility.
14. Provide oversight and evaluation of contractor's work and verify work performed and billing for payment of work performed.
15. Estimate time and cost of projects to make the most economical use of District labor and materials. Participates in the development of capital improvement projects for compliance with District specifications, regulations, and procedures.

16. Recommends District policies and implements programs and actions to maintain compliance with local, regional, state and federal laws and programs related to water, wastewater, solid waste, and worker and public health and safety.
17. Coordinates projects with other departments, agencies, or teams, consultants, developers, and/or property owners; gives presentations to elected and appointed officials; responds to citizen inquiries and complaints, and takes appropriate action. Develop notification letters and other public information documents as appropriate.
18. Develop and manage a preventative maintenance program for the water and wastewater systems.
19. Assists in development of Capital Improvement Program projects.
20. Assist the Finance Department, as necessary and/or required, in the coordination of water meter reading billing, rate evaluation, water delivery cost summaries, and turn offs/turn-ons.
21. Knowledge of testing, repair, and maintenance of all water delivery system components.
22. Provide quality control/quality assurance for water system operation.
23. Requires an understanding of the Underground Service Alert process, coordinating and providing service to other District operations in the identification of underground

#### PERIPHERAL DUTIES:

1. Monitors inter-governmental actions affecting Water and Wastewater Operations.
2. Exhibits and practices support for management decisions. Exhibits a personal commitment to creating and sustaining a pleasant, cooperative, and productive work environment.
3. Serves as member of various employee committees or other assigned groups; assures inter-departmental coordination and cooperation.
4. Represent the District in related professional organizations as appropriate.
5. Serves as liaison with other agencies, public entities, and other District departments.
6. Performs other duties as assigned.

## MINIMUM QUALIFICATIONS:

*Any Combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. A typical combination includes:*

### EDUCATION AND EXPERIENCE:

- A. Graduation from an accredited four-year college or university is highly desired. Formal education may be waived if there is demonstrated utility management experience with at least six (6) years experience in supervisory/management position; and
- B. Five (5) years of increasingly responsible experience in public works maintenance and repair at a journey or lead level, including at least two (2) years of administrative and supervisory responsibility.

### KNOWLEDGE OF:

- A. Materials, methods, practices, and equipment used in water distribution and production, wastewater, and fleet maintenance operations; Types and level of maintenance and repair activities generally performed in a water, wastewater, vehicle maintenance program; Occupational hazards and standard safety precautions necessary in the work as outlined in the District's Injury and Illness Prevention Plan as required by SB198; Principles of supervision, training, and performance evaluation; principles and practices of administration, budget and personnel management; Hazards and accepted safety precautions in the construction trades and/or garage operations; and safe driving principles and practices
- B. Geography of the District, including location of pump stations, major utility systems, water production, distribution and storage systems, and wastewater system and facilities.
- C. Understanding of the basic elements of civil engineering as they relate to water production, storage and distribution, and well development.
- D. Other types of utilities located within the public right of ways such as electrical, gas, telephone, cable, telephone and data communications.

### ABILITY TO:

- A. Ability to plan, organize, direct, review and supervise the work of semi-skilled and skilled maintenance personnel; evaluate maintenance needs and problems; identify materials and resources required to solve problems; read and interpret plans and specifications, work from sketches, penciled layouts and blueprints, prepare plans for minor projects; prepare and maintain a variety of records and reports; supervise, train, develop, motivate and evaluate employees; communicate clearly and concisely, both orally and in writing; hold subordinates accountable for performance and behavior; build trust and create a positive atmosphere within the

department between subordinates and supervisors; follow through on assigned tasks and promises made; establish and maintain effective working relationships with subordinates, peers, supervisors and the general public; estimate time, materials, and equipment needed to perform maintenance and repair work; make decisions and communicate the decision process and outcomes with subordinates and management team; and establish a monitoring system for work accomplished, plans, goals and objectives; remain calm in difficult situations, respond politely and courteously to citizen inquiries and complaints.

**SKILL IN:**

- A. Skill in operation of listed tools and equipment and basic First Aid; Developing and implementing improvements to systems and operations which can improve the operational effectiveness of the Department.
  
- B. Skill in basic computer knowledge including use of word processing, spreadsheet software, and Microsoft Outlook (e-mail).

**LICENSES:**

- A. Must possess a valid California or Nevada driver's license with driving record satisfactory to the District and the District's insurance carrier.
- B. Must be physically able to move about on construction work sites and under adverse field conditions.
- C. Must possess a valid T2 Water Treatment Operator Certificate and a D2 Water Distribution Operator Certificate or be able to obtain within twelve months from the date of hire, and;
- D. Any of the following are desirable: 1) Collection System Maintenance Technologist, 2) Cross-Connection Control Specialist, 3) Mechanical Technologist, 4) Backflow Prevention Assembly Tester, and 5) Sewer Treatment Plant Operator.

**TOOLS AND EQUIPMENT USED:**

Personal computer, including word processing, spreadsheet, database, and project scheduling, and familiar with Hanson or similar software for system information database; motor vehicle; phone; cell phone; mobile radio.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met any an employee to successfully perform the essential functions of this job in compliance with the American with Disabilities Act (ADA) requirements. On a case-by-case basis, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in office setting. Some outdoor work is required in the inspections of various land use developments, construction sites, or District facilities. Hand-eye coordination is necessary to operate computers, and various pieces of office equipment.

While performing the duties of this job, the employee is occasionally required to stand; walk; use hands to finger, handle feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk or hear; and smell.

The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

<b>WORK ENVIRONMENT:</b>
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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

While performing the duties of this job, the employee occasionally works in outside weather conditions. The employee occasionally works around moving mechanical parts, and in high, precarious places and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic, or caustic chemicals, risk of electrical shock, and vibration. The noise level in the work environment is usually quiet to moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet, but can be moderately noisy depending on specific location. The work environment can be quite hectic and requires an ability to perform multiple tasks.

While performing the duties of this job, the employee is occasionally exposed to dust, pollens, and fumes.

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<b>FLSA Exemption status:</b>	Exempt
<b>Employee Unit:</b>	Unclassified
<b>Job Family:</b>	Operations Department
<b>Class Progression:</b>	Maintenance Worker I/II Equipment Operator I/II Utility Operations Crew Chief Utility Operations Supervisor