



## Utility Operations Manager

### DEFINITION:

Under general direction, plans, manages, directs and participates in a wide range of maintenance, repair, and construction related projects involving public infrastructure for water and wastewater utility operations, fleet, equipment, and base facilities maintenance; performs this work in compliance with all applicable regulatory agencies, policies and procedures, and budget guidelines. Coordinates with other departments and outside agencies; participates in and provides administrative support to the management team in planning, budgeting, reporting, and program management.

### SUPERVISION RECEIVED AND EXERCISED:

Receives general direction from the Engineering and Operations Manager. Exercises direct supervision over supervisory, technical, and administrative support staff in the Utility Operations Maintenance Division, Maintenance Technician Division, Water Quality Division and Fleet Division.

### CLASS CHARACTERISTICS:

This is a working management classification responsible for planning, organizing, and supervising the staff, operations and activities of the Operations Division. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, maintenance program evaluation and recommendations and implementation of policies, procedures, goals, objectives, priorities and standards. Incumbents serve as a resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only):

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. The following reflects the general duties and responsibilities of this position and should not be considered all-inclusive. Other duties may be assigned as prioritized by the General Manager.*

- Serves as a member of the District's management team and participates in the development and implementation of District's: mission, goals, objectives, priorities, policies & procedures, project prioritization, and problem resolution.
- Plans, directs, coordinates, supervises, oversees, and reviews the work of assigned crews in multiple locations engaged in water and/or wastewater maintenance, repair, installation, construction, and vehicle maintenance; ensures resources are available to meet the District's operating needs; provides quality control/quality assurance for water system operation
- Estimates time and cost of projects; schedules, plan and coordinates staffing levels, equipment and supplies to complete designated tasks and within established budget parameters; assigns, reviews, and evaluates the work of staff for accuracy, suitability, and

completeness. Participates in the selection of, motivates, and evaluates assigned personnel; works with employees on performance issues; processes and works with other management to resolve employee grievances; recommends and implements discipline and termination procedures.

- 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.
- Participate in the development and administration of annual operations department budget. forecasts the need for: funds, staff, tools, materials, equipment, and capital purchases. monitors, reviews, approves, and processes expenses.
- Researches, reviews, and approves requisitions for necessary equipment, material and supplies; prepares equipment and bid specification documents.
- Completes and maintains a variety of records, reports, and/or studies including operations productivity, and administrative and technical reports; oversees the preparation of monthly Operations board report and participates in District board meetings.
- Oversees and evaluates the work of contractors and consultants; verifies work performed is consistent with District specifications and quality standards and approves payment.
- Directs emergency preparedness and response actions in operations for the District service area. Responds to and supervises emergency situations affecting mechanical pumping and/or conveyance infrastructure relating to water and wastewater; directs the use of emergency tools, provisions and equipment.
- Participates in the development of capital improvement projects for compliance with District: priorities, goals, specifications, regulations, and procedures.
- Coordinates projects with other departments, outside agencies, teams, consultants, developers, and/or property owners; develops documents and reports for assigned projects.
- Directs staff and the functions of the Computerized Maintenance Management System (CMMS) work orders, records, and report preparation. Develops and manages a preventative maintenance program for the water and wastewater systems and fleet maintenance; examines and evaluates maintenance functions and recommends improvements to same.
- Develops departmental standard operating procedures and emergency response policies and procedures.
- Assists the Finance Department in the coordination of water meter reading billing, rate evaluation, water delivery cost summaries, and turn offs/turn-ons.
- Attend Board, Committee and Commission meetings as directed or required; prepare monthly Board and Commission reports and agenda items as directed or required; attend public meetings as directed or necessary
- Enforces safety requirements (Cal-OSHA), establish additional, and inspect against those standards; ensures the maintenance of Material Safety Data Sheets (M.S.D.S.) records.
- Represents the District in resolution of citizen inquiries and complaints; suggests and/or takes appropriate corrective actions.
- Represents the District and participates in outside community and/or professional groups and/or organizations
- Serves in an on-call standby supervisory capacity (i.e. "Duty Supervisor") on a rotational basis.
- Performs other duties as assigned

|                                |
|--------------------------------|
| <b>MINIMUM QUALIFICATIONS:</b> |
|--------------------------------|

*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:

Equivalent to an associate degree in water quality and treatment, water/wastewater technology or a related field, and six (6) years of increasingly responsible experience in a water/wastewater treatment program, including at least three (3) years of administrative and supervisory responsibility. A bachelor's degree is desirable.

## KNOWLEDGE OF:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operations and services of a comprehensive water and wastewater system.
- Tools, equipment and materials used in water/wastewater system maintenance and repair.
- Applied principles of preventive maintenance.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Quality assurance principles and practices.
- Principles and practices of contract administration and management.
- Principles and practices of project and program management.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business and professional organizations.
- Recent and on-going developments, current literature, and sources of information related to water and wastewater operations.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

## ABILITY TO:

- Plan, organize, oversee and manage the staff and operations of the Utility Operations division.
- Develop and implement goals, objectives, practices, policies, procedures and work standards.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.

- Prepare and administer division budget; allocate limited resources in a cost-effective manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods including preventive maintenance programs.
- Provide quality control and assurance on maintenance operations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Read and interpret plans and specifications.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

#### LICENSES AND CERTIFICATIONS:

- Must possess a valid driver's license with driving record satisfactory to the District and the District's insurance carrier.
- Possession or the ability to obtain within (18) eighteen months from date of hire, a California State Water Resource Control Board (SWRCB) Water Treatment Plant Operator Grade 2 (T2) certification
- Possession or the ability to obtain within (18) eighteen months from date of hire, a California State Water Resources Control Board (SWRCB) Water Distribution Operator Grade 2 (D2) certification desirable
- Possession of, or the ability to obtain within (18) eighteen months (after hire), a California Water Environment Association (CWEA) Collection System Maintenance Grade 2 (C2) certification.

Failure to obtain required certification(s) may result in immediate dismissal from position.

#### TOOLS AND EQUIPMENT USED:

Personal computer, including standard office software, and project scheduling; fax, copy machine, calculator; motor vehicle; phone; cell phone and two-way radio.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job in compliance with the Americans with Disabilities Act (ADA) requirements. Reasonable accommodations may be

made, on a case-by-case basis, to enable individuals with disabilities to perform the essential functions.

Work is performed mostly in an office setting with some time spent in the field. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must possess mobility to work in the field; strength, stamina, and mobility to perform low to medium physical work, to supervise work in confined spaces and around machines, to climb and descend ladders, to operate varied hand and power tools and light to heavy construction equipment and vehicles. The job involves fieldwork requiring walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

|                                  |
|----------------------------------|
| <b>ENVIRONMENTAL CONDITIONS:</b> |
|----------------------------------|

Employees work mainly in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Employees occasionally work in outside weather conditions around moving mechanical parts and are occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic, or caustic chemicals. The noise level in the work standard environment is usually quiet to moderate.