



## POSITION DESCRIPTION

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**TITLE: OPERATIONS MANAGER**

**REPORTS TO:** Assistant General Manager

**GRADE:** 18

**FLSA:** Exempt

**CONFIDENTIAL:** Yes

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### SUPERVISORY RESPONSIBILITIES

**DIRECT:** (Position Titles) Operations Supervisor (Construction, Systems), Information Technology Supervisor, Water Treatment Facilities Supervisor, Water Reclamation Facilities Supervisor, Operations Coordinator

**INDIRECT:** (Position Titles) Utility I, II and III, Systems Operator I and II, Equipment Technician, Valve Maintenance Technician I and II, Cathodic Protection Technician, Senior Systems Administrator, Systems Administrator, Instrument Control Technician I and II, Pump/Motor Technician I and II, Water Treatment Plant Operator Level I, II, III, and IV, Water Reclamation Operator Level I, II, III, and IV, Backflow and Cross Connection Coordinator I and II, Information Technology Coordinator

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### MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position. A State of California Water Distribution Operator D1 certification is required by law for this position.

**EDUCATION:** Bachelor's degree in Business Administration, Engineering or related field. A State of California Water Distribution Operator D4 and a State of California Water Treatment Operator T2 certifications; and valid California driver's license and proof of insurability are required.

**EXPERIENCE:** Minimum of eight years of progressive water systems operations experience, including five years in a supervisory capacity. Specific experience to include: operation and maintenance of a water distribution system including planning and scheduling; installing and repairing water main valves, pumps, fire hydrants and meters; operation of reservoirs, tanks, pump stations and pressure reducing stations; familiarity with the use of concrete and asphalt; thorough knowledge of water quality issues. Operation and maintenance of a membrane water treatment plant including plant process optimization desirable, system process troubleshooting, and process control to meet water quality standards. Knowledge of current and upcoming drinking water regulations and how they relate to the operation of a water treatment plant, recycled and wastewater plant and distribution system. Knowledge of water, recycled and wastewater, financial and operating principles, management theory and applicable California and Federal laws and regulations. Excellent verbal and written communications skills; proven ability to organize and manage competing priorities; ability to effectively utilize personal computers, peripherals and related word processing and spreadsheet programs; ability to prepare and monitor adherence to budgets.

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### CONTACT RESPONSIBILITY

**INTERNAL:** Interaction with Supervisor and Board of Directors to make recommendations and presentations as required. Interaction with Department Managers to review options and results; Direct reports to discuss, advise and resolve issues related to operation and maintenance of water, wastewater,

recycled, water treatment systems. Indirect reports to provide direction, specific work assignments and review results; all other District personnel as required.

**EXTERNAL:** Interaction with contractors and general public to discuss and coordinate complex maintenance issues, negotiate contracts and direct project flow; vendors to evaluate and/or purchase products; government representatives to respond to requests and obtain permits; peers to discuss common issues; all others as required by the position.

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### **PHYSICAL REQUIREMENTS**

Good hearing, eyesight and speech, excellent written and verbal communication skills; ability to operate a personal computer and peripherals; ability to tolerate long periods of continuous sitting, standing and exposure to a computer screen; ability to travel occasionally; may, on an infrequent basis, assist with lifting up to 100 pounds.

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### **ENVIRONMENTAL CONDITIONS**

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor, and noise. Work will include occasional travel. Appropriate personal safety equipment is provided.

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### **DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS**

Under general direction of the General Manager, this at will position is responsible for planning, directing, implementing and administering all of the following areas within the Operations Department: system maintenance and facilities; construction and maintenance; systems operation and supply maintenance; fleet maintenance, treatment plant, recycled and wastewater operations and easement maintenance. Responsible for Emergency and Disaster Preparedness Plan. Responsible for departmental safety compliance, a working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Professionally represents the District at a variety of internal and external meetings. Organizes and manages competing priorities. Develops effective resolution to conflicts. Responds to emergency situations and personnel problems using sound judgment. Performs successfully in a team environment. Support of the District Strategic Plan and Mission Statement is essential. Reliable, stable attendance is required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME</b>	<b>TASKS</b>
<b>50%</b>	<p>Responsible for implementation of overall system operations maintenance, facilities, recycled and wastewater plant, water treatment plant, construction, and easement maintenance.</p> <ul style="list-style-type: none"><li>• Supervises a staff of employees engaged in the above areas of responsibility.</li><li>• Provides leadership and guidance for departmental and District-wide goals and policies.</li><li>• Recommends and resolves employee relations issues.</li><li>• Ensures compliance with applicable regulations and all safety procedures.</li></ul>

- Manages labor resources effectively, conducting evaluations, documentation of performance and ensuring training is completed.

**20%**

Provides analysis on various subjects. Prepares reports and studies, including Board presentations on these subjects, which include, but are not limited to:

- The impact of water quality regulation on treatment and distribution processes.
- Capital improvement projects and infrastructure rehabilitation.
- Short and long term staffing needs and productivity management.
- Short and long term water treatment and distribution costs.
- Preventative maintenance programs.
- Seasonal water storage and peak demand control programs.
- Reservoir operation and treatment plant efficiency.

**20%**

Other management duties include:

- Maintains positive and productive working relationships with other Department Managers in order to achieve common District goals.
- Plans budgetary guidelines and assures departmental operations within allocated amounts.
- Makes policy recommendations regarding operations and procedures to the General Manager.
- Oversees the department's record retention requirements for data management.
- Monitors the Administrative Code relating to departmental responsibilities and recommends changes/updates as needed.
- Responsible for backflow and cross connection programs.

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## **DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS**

**10%**

Performs all related duties as assigned.