

# WATER OPERATIONS MANAGER

## JOB SUMMARY

Under administrative direction, plans, directs, organizes and manages the activities of the Water Operations Department including: utilities maintenance, water distribution, sewer collections, facilities maintenance and meter services; coordinates activities with other departments, governmental agencies and other outside organizations; performs related duties as required.

The employee also functions as a member of the District's management team and participates actively in addressing issues of concern to the District, which at times may not have a direct impact on the employee's areas of specialization.

## EXAMPLES OF DUTIES

*(Duties include but are not limited to the following):*

- Plans, organizes, controls, integrates and evaluates the work of supervisory and technical staff.
- Manages and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Directs the development and implementation of Water Operations standards and priorities.
- Oversees work activities, projects and programs; directs maintenance of pipelines, pump stations, lift stations, water tanks and other District facilities; reviews and evaluates work products, methods and procedures.
- Develops and administers department budgets; coordinates and directs the preparation of forecasts for staffing, equipment, material and supply needs; monitors and approves expenditures.
- Ensures compliance with the District's safety regulations and accident reporting requirements and implements hazardous materials control procedures.
- Selects, trains, and evaluates department personnel; provides or coordinates staff training; advises subordinates of performance standards; observes and documents performance; prepares performance evaluations; works with employees to correct deficiencies; and implements discipline and termination procedures in accordance with District policies.
- Makes oral and written directives.
- Interprets, enforces and applies policies and regulatory requirements controlling the work of the divisions within the department.
- Ensures compliance with state, federal and county regulations governing potable water and sewer collections.
- Prepares routine and special reports relative to water and distribution systems, as required by regulatory agencies
- Confers with and assists the Engineering department in determining and planning for future

construction programs in the water system.

- Maintains liaison with other departments and outside agencies.
- Prepares agenda materials and staff reports for the General Manager and Board of Directors.
- Attends Board meetings to present reports and render professional advice when necessary.
- Attends and participates in technical and professional meetings, conferences and seminars, as a representative of the District.
- Performs other related duties as assigned.

## **EMPLOYMENT STANDARDS**

### Knowledge of:

- Principles and practices of public administration as they pertain to water and sewer utilities.
- District policies and procedures.
- Record keeping and report writing.
- Principles of management, organization and work scheduling.
- Engineering and construction principles, practices and terminology as applied to a water distribution system.
- Principles and practices of budget development and administration.
- General knowledge of major disciplines managed.
- Computer applications related to the work.
- Occupational hazards, safety precautions and regulations.
- Pertinent federal, state, and local laws, codes and regulations.
- Principles of supervision.
- English usage, spelling, grammar and punctuation.
- Applicable safety precautions and procedures.

### Ability to:

- Manage the programs, services and staff of the department effectively and efficiently.
- Plan, organize, supervise and schedule to maximize available resources to meet program and service goals.
- Provide administrative and professional leadership and direction.
- Read and interpret blueprints, schematic drawings, specifications and technical manuals.
- Read, understand, interpret and apply rules and regulations to specific situations.
- Conduct studies, analyze data, draw sound conclusions from data and prepare reports of findings and recommendations.
- Formulate and administer a department budget, and allocate limited resources in a cost-effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Respond to and resolve difficult and sensitive employee and customer inquiries and complaints.
- Exercise tact and deal effectively with officials and representatives of other jurisdictions, departments, and the general public.
- Make accurate mathematical calculations.
- Operate a vehicle observing legal and defensive driving practices.
- Understand and carry out oral and written instructions.

Experience and Education:

Any combination of training, experience and education that could likely provide the required knowledge and abilities stated above, and the ability to perform the duties of the position would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Six years of progressively responsible experience in the operation and maintenance of domestic water supply, treatment and distribution facilities, and at least four years of supervisory experience is required.

Education: Bachelor's degree from an accredited college or university in public or business administration, water technology, management, civil engineering or a related field is highly desirable; or, an equivalent combination of education and experience sufficient to successfully perform the duties of the position as listed above.

Licenses and Certificates:

1) Possession of a valid California driver's license, Class C, with ability to maintain insurability under the District's insurance carrier. 2) Possession of a State Water Resources Control Board Water Distribution Operator certificate, Grade 4, is required.

Physical Demands:

Hear normal conversation in person and/or on the telephone, with or without electronic aids; see to read fine print; sit or stand for prolonged periods of time; use hands and fingers repetitively to manipulate small objects to print or write legibly; frequently lift up to 25 pounds; reach with hands and arms; speak in a normal voice to be able to be heard and understood on the telephone and awareness of electrical hazards.

**OTHER REQUIREMENTS**

May be required to work evenings, weekends and holidays.

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