



## UTILITIES OPERATIONS MANAGER

*Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.*

### **Definition:**

Under general direction, the Utilities Operations Manager is responsible to assist in the planning, directing, managing, and supervising of the activities of water and sewer operations including water production, quality, distribution and conservation; sewer system; and storm channel system. This position provides highly responsible and complex staff assistance to the Public Works Director/City Engineer.

### **Classification Characteristics:**

This position exercises direct and indirect supervision over supervisory, technical and maintenance staff.

### **Essential Functions:**

- Oversee and direct through subordinate supervisors, water distribution operations including construction; system maintenance; facilities including wells, boosters and reservoirs; meter installation and customer service; repairs and replacement.
- Oversee and direct through subordinate supervisors, water production operations including water production, water quality, treatment and storage; water pumping stations, water quality and supervisory control and data acquisition (SCADA).
- Oversee and direct through subordinate supervisors, sanitation operations including wastewater collection, sewer lift stations, wastewater pumping stations and wastewater system maintenance and repair.
- Oversee and direct the City's environmental compliance programs including the National Pollutant Discharge Elimination System (NPDES) and other regulatory compliance programs.
- Oversee and direct the City's water use efficiency program.
- Oversee the City's storm water system including channels, drains, and basins.
- Participate in the development and implementation of the Public Works Department goals, objectives, policies, and procedures for each assigned service area; evaluate the operations and activities of the Department.
- Participate in the preparation of the annual operating budget for assigned areas of responsibility; forecast funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
- Select, train, motivate, and evaluate Public Works personnel; supervise and evaluate performance; work with employees to correct deficiencies; implement discipline and termination procedures.
- Receive and respond to complaints and questions from the general public relating to assigned area of responsibility; review problems and recommend corrective actions; prepare summary report as required.

- Prepare specifications, requests for proposals and requests for qualifications for contract work for maintenance and construction of water, sewer and storm channel facilities; monitor projects in progress to ensure compliance with plans and specifications and related codes and regulations.
- Assess and evaluate policies and procedures; develop, recommend, and implement alternative methods in support of operational needs.
- Prepare analytical and statistical reports on operations and activities.
- Represent the Public Works Director/City Engineer at meetings; appear on his/her behalf before the City Council, commissions, various boards, and agencies.
- Ensure compliance with all appropriate laws and regulations.
- Attend and participate in professional group meetings; stay abreast of new legislation pertaining to municipal government; research emerging trends, innovations, products and enhancements and their applicability to City needs.
- Serve as Acting Public Works Director as assigned.

**Qualifications:**

Knowledge of:

- Principles and practices of water resource management and alternatives for meeting community water needs.
- Theories, principals, methods and equipment used in the construction, operation, maintenance and repair of water, sewer and storm water system facilities.
- Management skills to analyze programs, policies, and operational needs.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Principles and practices of effective supervision, training, and performance evaluation.
- Pertinent Federal, State, and local laws, codes, and regulations related to water and wastewater.
- OSHA and CalOSHA safety regulations and guidelines.
- Telemetry and SCADA systems and related equipment.
- Principles and practices of public works program development and administration.
- Principles and practices of effective public speaking.

Ability to:

- Manage, direct, coordinate and evaluate the work of professional, supervisory, technical and maintenance staff.
- Manage the operations, services, and activities of the assigned staff.
- Develop and administer goals, objectives, and procedures.
- Prepare and administer large and complex budgets.
- Prepare clear and concise reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, make critical decisions and implement recommendations in support of goals.
- Deal constructively with conflict and develop effective resolutions.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply related Federal, State, and local policies, laws, and regulations.

- Communicate clearly and concisely, both orally and in writing.
- Exercise good judgment, flexibility, and sensitivity in response to customer inquiries and complaints.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City staff and the public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Five years of increasingly responsible experience in municipal utilities, domestic water supply and facilities, and sewer systems that includes two years in a supervisory and administrative capacity.

Training:

Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in hydrology, water resources, civil engineering, or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.
- Possession of Grade V Water Distribution Operator Certificate issued by the State of California Water Resources Control Board.
- Possession of Grade II Water Treatment Operator Certificate issued by the State of California Water Resources Control Board.
- Ability to obtain Grade II Collection System Maintenance Certificate issued by the California Water Environmental Association (CWEA).

**Working Conditions:**

Work in office and field environments including sustained posture in a seated position for prolonged periods of time; standing and moving around work area; some stooping, lifting and inspecting. May be exposed to inclement weather conditions. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required for responding to in-person and telephone inquiries. Vision is required for normal office work and field inspection. The need to lift and carry up to 25 pounds is required.