

## **WATER OPERATIONS MANAGER**

### **DEFINITION**

Under administrative direction, plans, organizes, and directs the operation and control of the water treatment, production, and distribution systems to provide safe and reliable drinking water and operates and maintains the District's recycled water system; plans, organizes, oversees, and manages the operations and staff assigned to Water Production, Construction Maintenance, Preventive Maintenance, and Field Services groups; formulates and implements operational policies and procedures within administrative guidelines; ensures system operations maintain compliance with state, federal, and local regulatory requirements; manages the effective use of resources to improve organizational productivity and customer service; coordinates assigned activities with other divisions, departments, and outside agencies; provides complex and responsible support to the Director of Operations in areas of expertise; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from Director of Operations. Exercises direct supervision over supervisory, technical, field, and administrative support staff.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of the Water Operations section. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to operations, maintenance, and repair of the District's water distribution system, water treatment facilities, and recycled water system. Incumbents serve as a professional-level 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 TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.*

- Plans, manages, and oversees the daily functions, operations, and staff of the Water Operations section, including Water Production, Construction Maintenance, Preventive Maintenance, and Field Services groups.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the section; recommends within policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of budget, including capital outlay and capital improvement projects; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding.

- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of the District's water production, treatment, transmission and distribution systems, and facilities; assesses and monitors workload, administrative and support systems, and internal reporting relationships.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops and manages requests for proposals for professional and/or contracted services; prepares scope of work and any technical specifications; evaluates proposals, negotiations contracts, and recommends award; administers contracts to ensure compliance with District specifications and service quality.
- Oversees the daily operation of all water services; serves as the District's Chief Water Operator in compliance with state and local laws and regulations pertaining to water quality, treatment, supply, and distribution.
- Reviews and coordinates with appropriate personnel the implementation of local, state, and federal laws and regulations regarding water production, treatment, and distribution; prepares or oversees preparation and submittal of annual state reporting of District dam inspections and water quality standards.
- Reviews design plans and specifications for water system facilities to ensure conformance with operations and maintenance needs; oversees contract services and installation of equipment to operate the plant/facilities; assists in the implementation and management of the asset management program.
- Schedules and coordinates planned maintenance projects and sets priorities for water operations; ensures that operational checks and preventive maintenance programs are properly and effectively performed and directs inspection of assigned water operations facilities to determine planned operation and maintenance needs.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations, including maintenance and operation studies to examine operational procedures to improve efficiency and reduce costs; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Serves as a liaison for assigned functions with other District divisions, departments, sections, and outside agencies; provides staff support to commissions, committees, and task forces as necessary.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in water treatment, production, and distribution systems; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in water quality, treatment, and supply regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Directs the establishment and maintenance of working and official files.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of public sector 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.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Principles and practices of contract administration and management.
- Advanced principles and practices of water distribution systems, including wells and booster stations and related operational and preventive maintenance methods, techniques, tools, and equipment.
- Water treatment system and wastewater treatment collection system principles.
- Construction management practices specific to the building trades.
- Occupational hazards and standard safety practices.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Recent and on-going developments, current literature, and sources of information related water quality, supply, distribution, and treatment.
- 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 program, project, 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 Water Operations program staff and operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- 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.
- 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.
- Read and interpret blueprints, schematics, plans, and drawings.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- 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.

**Education and Experience:**

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

**Education:**

Equivalent to a bachelor's degree from an accredited college or university with major coursework in environmental science, water sciences, construction, or related field.

**Experience:**

- Seven (7) years of increasingly responsible experience in the operation, maintenance, and repair of a water distribution, treatment, and production systems, including three (3) years in a management or supervisory capacity.

**Licenses and Certifications:**

- Possession of a valid Water Treatment Operator Grade 3 (T3) Certificate issued by the State Water Resources Control Board.
- Possession of a valid Water Treatment Operator Grade 4 (T4) Certificate, issued by the State Water Resources Control Board, within twelve (12) months of appointment.
- Possession of a valid Water Distribution Operator Grade 5 (D5) Certificate issued by the State Water Resources Control Board.
- Possession of a valid California Class C driver's license, to be maintained throughout employment.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**ENVIRONMENT**

Standard office setting with some travel to various locations to attend meetings or to inspect job sites.

**PHYSICAL**

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

**VISION**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**HEARING**

Hear in the normal audio range with or without correction.