
OPERATIONS MANAGER

Full Time – FLSA Exempt

\$78,500.00 - \$105,000.00

DEFINITION:

Under general direction of the General Manager, the Operations Manager directs, coordinates and supervises the activities and operations of the Water Distribution System, Wastewater Collection System and Refuse Program; coordinates activities with other outside agencies or organizations; establishes department/division goals, objectives, policies and procedures in accordance with the District's mission statement and goals; provides professional, administrative and technical support to the Lead Water/Wastewater Operator and Water/Wastewater I/II; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS:

The **Operations Manager** is the management level class responsible for supervising and directing the water and wastewater operations personnel, ensuring safe and efficient operation of the Water and Wastewater systems and compliance with applicable rules, regulations and laws.

SUPERVISION RECEIVED/EXERCISED:

The Operations Manager provides general direction and supervision over operations staff.

Essential Functions

Include but are not limited to the following:

- Accepts management responsibility for activities, operations and services of the Water and Wastewater Operations including compliance with all applicable laws and regulations are met.
- Oversees and/or participates in the development, implementation and maintenance of the water and wastewater division goals, objectives, policies and procedures; ensures that division goals are achieved.
- Plans, coordinates and reviews the work plan for assigned projects and responsibilities which may include establishing maintenance schedules, filing necessary reports, and maintenance of records; makes recommendations as applicable; provides administrative and technical direction to operational staff.

- Coordinates the selection, orientation, training and evaluation programs for operations personnel; provides or coordinates staff training; identifies and resolves staff deficiencies; fulfills discipline procedures.
- Oversees SCADA, Automation, Instrumentation, PLC Programs Operations.
- Position may require occasional on-call or after-hours response.
- Provides general management of facilities maintenance, grounds maintenance; and electrical maintenance of all District facilities.
- Oversees and participates in the development of the water and wastewater operations budget; participates in the forecast of necessary funds for staffing, materials and supplies; discusses and resolves budget issues with appropriate staff; implements adjustments as necessary.
- Reviews water distribution operations and procedures. Reviews, analyzes, comments and makes recommendations on distribution processes and procedures.
- Reviews wastewater collection operations and procedures. Reviews, analyzes, comments and makes recommendations on distribution processes and procedures.
- Reviews water metering operations and procedures. Reviews, analyzes, comments and makes recommendations on meter reading processes and procedures.
- Proposes, presents, and justifies divisional programs, projects, operations and services; develops a strategy and work plan for the successful achievement of department/division and project goals.
- Attends and participate in organizational and community meetings as necessary; stays current on issues relative to the field of water treatment, wastewater collection, water distribution and metering operations, contract and permits; responds to and resolves community and organizational inquiries and complaints.
- Prepares and presents staff reports and other necessary documents or correspondence to appropriate boards, groups and/or committees.
- Reviews and submits routine regulatory reports

Qualifications

The following are minimum qualifications necessary for entry in the classification:

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

Education/Experience

- A Bachelor's degree from an accredited college or university with major coursework in engineering, natural sciences, business or public administration, or a related field; is desirable.
- Five (5) years of progressively responsible water and/or wastewater utility operations experience, including three (3) years of experience in leading operations, maintenance, in a comparable agency.

License/Certificates

- Possession of a valid and unrestricted driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.
- Possession of a Grade 2 Water Treatment Operator Certificate issued by the California State Water Resources Control Board (SWRCB) is desirable.
- Possession of a Grade 3 Water Distribution Operator Certificate issued by the California State Water Resources Control Board (SWRCB) is desirable.
- Possession of a Grade 2 Wastewater Collection Certificate from the California Water Environment Association is desirable.

Additional certifications, licenses, endorsements and training may be required, depending on assignment.

Knowledge, Abilities, and Skills

(The following are a representative sample of the KAS's necessary to perform essential duties of the position)

Knowledge of:

Operations and standard operating procedures of a Water Distribution and Wastewater Collection System; principles and practices of development and administration; complex principles and practices of water utility operations; principles and practices of budget administration; methods and techniques of supervision, training and motivation; applicable federal, state, and local laws, codes and regulations; operational characteristics of a water utility operation and standard equipment; occupational hazards and standard safety practices; methods and techniques for basic report

preparation and writing; methods and techniques for record keeping; proper English, spelling and grammar.

Ability to:

Plan, organize and direct the work of operations field staff; select and supervise subordinate staff; courteously respond to community issues, concerns and needs; analyze a complex issue and develop and implement an appropriate response; prepare clear and concise administrative and technical reports; assist in the preparation and administer operations budget; analyze and evaluate new and existing service delivery methods and standard operating procedures; make adjustments to standard operating procedures as is appropriate; apply applicable laws, codes and regulations; work independently; respond to issues and concerns from the community; understand and follow instructions; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications.

Working Conditions

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, lifting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and counter service. Additionally, the incumbent may work outdoors in all weather conditions including wet, hot and cold. The nature of the work may require the incumbent to climb ladders, and exposure to noise producing tools and equipment and drive a District issued vehicle. Incumbents are required to follow all District and CAL OSHA Safety Requirements and adhere to District Policy/ Rules and Regulations.

BENEFITS

Medical Benefits

Full time employees receive medical insurance that covers 100% of employee only. Additional family members are covered up to \$1,104.42 per month with any additional amount paid by a percentage split of 60% from the District and 40% paid by the employee. The insurance carrier is CalPERS and employees have the option of PPO's or HMO's.

Dental, Vision and Life Insurance

The District pays 100% of and these benefits are provided by ACWA/JPIA.

Retirement Plan

The District contributes to two retirement systems for a total of 10% of the employee's gross wage. The District is a member agency of CalPERS PEPRA, 2% at 62 formula. CalPERS is paid first and the remainder of the 10% is contributed to a 457b retirement plan. Employees may contribute additional funds to the 457b plan, if desired, but it is not required.

Sick/Vacation/Holidays

Sick days are earned at a rate of 3.69 hours bi-weekly for a total of 11 sick days per year.

Vacation - Year 1-4 (2) weeks per year, Year 5-9 (3) weeks per year, Year 10 and above (4) weeks per year

Holidays

The District observes 12 holidays per year and 1-week furlough from Christmas to New Years.

Currently the District works a 9/80 schedule.