

OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, and reviews the work of staff responsible for the installation, maintenance, and repair of the District's water distribution system and infrastructure and the operation, control, and maintenance of the District's water production systems and facilities; manages the District's Capital Improvement Program, including long- and short-term project planning and overseeing the design, construction, maintenance, and operations of water production and distribution systems, facilities, and infrastructure; ensures compliance with water quality and regulatory requirements; provides responsible and complex support to the General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the General Manager. Exercises direction and supervision over operations and maintenance staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the operations and maintenance of District water distribution and storage systems, facilities, and related infrastructure. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, regulatory compliance, and program evaluation. Incumbents serve as a professional resource for organizational, managerial, and operational analyses and studies. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies, and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy 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 so that qualified employees can perform the essential functions of the job.

- Assumes managerial responsibility for all projects, programs, and activities of the Operations Department, including the operations, maintenance, and repair of the District's water distribution and storage systems, related infrastructure, and District facilities and fleet.
- Directs and participates in the development and implementation of goals, objectives, policies, and priorities for the department; recommends, within District policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Selects, trains, motivates, and directs department personnel; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities and

performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.

- Manages and administers the department's budget; directs the forecast of additional funds needed for staffing, equipment, and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Contributes to the overall quality of the District's service by continuously monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Recommends and administers procedure guidelines and design standards while ensuring that water quality, operational, financial, regulatory, and legal requirements are met.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
- Manages the District's Capital Improvement Program, including the planning, prioritization, and scheduling of long-term capital improvement and short-term maintenance projects in coordination with the Operations Supervisors and General Manager.
- Participates in the design, engineering, construction, and field inspection processes for District projects and private developments to ensure contractors' and developers' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating water production and distribution operations and maintenance projects, programs, and services; provides information regarding District requirements.
- Manages the development and implementation of various operations and maintenance programs, including safety, loss prevention, water quality, emergency preparedness and response, environmental compliance, and asset management programs.
- Provides highly complex staff assistance to the General Manager; develops and reviews staff, operations, and regulatory reports related to assigned activities and services; presents information to the Board of Directors and other external councils, commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to water production and distribution operations and maintenance programs, policies, and procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water production and distribution operations and maintenance; researches emerging products and enhancements and their applicability to meet District needs.
- Monitors changes in regulations and technology that may affect District 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.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management.
- Principles and practices of capital improvement program, budget, and contract development and administration.
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Principles and practices of water distribution and storage systems operations and maintenance program development and administration.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Technical, legal, financial, and public relations problems associated with the management of water production and distribution operations and maintenance projects and programs.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with government agencies; community groups; and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- 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; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.

- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Oversee the development and maintenance of a variety of manual and computerized files, recordkeeping, and project management systems.
- Read, interpret, retrieve, and produce drawings, blueprints, maps, and specifications.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- 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:

Equivalent to graduation from an accredited four-year college or university with major coursework in civil or environmental engineering, business or public administration, or a related field, and five (5) years of increasingly responsible experience managing and/or supervising water distribution and production operations and maintenance or a related field.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a valid Grade III or higher Water Distribution Operator Certificate issued by the California Department of Public Health (CDPH) is preferred.
- Possession of a valid Grade III or higher Water Treatment Operator Certificate issued by the CDPH is preferred.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in the field; strength, stamina, and mobility to perform light physical work, to work in confined spaces, around machines, to climb and descend ladders, and to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. The job involves walking in operational areas to identify problems or hazards and to conduct field inspections of projects and work sites. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work in and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and are exposed to cold and hot temperatures, inclement weather conditions, road hazards, loud noise levels, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and

hazardous physical substances and fumes. Employees may interact with upset staff, public and private representatives, and/or contractors in interpreting and enforcing District policies and procedures.