



Assistant Operations Manager

Summary

Plan, organize, direct, and supervise operations, maintenance, and services activities within an assigned section of the Department of Public Works and Utilities, including street maintenance and repair, painting, signage, fleet services and/or water distribution, storm drains, and wastewater collection system maintenance and operations; ensure compliance with operational and regulatory requirements; perform a variety of technical tasks relative to assigned area of responsibility.

Class Characteristics

General direction is provided by higher level management; responsibilities include the direct and indirect supervision of support staff.

This position is distinguished from the Operations Manager by the latter's responsibility for the overall management of the division.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here 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 a disability to perform the essential duties, skills, and demands.

Duties:

Assist in the planning, development, and implementation of policies, procedures, goals, and priorities, including long and short-range planning for an assigned section; establish performance standards and methods for activities and operations related to the maintenance, installation, and operation of the City's utility systems and/or the maintenance of streets and fleet.

Plan, organize, assign, supervise, schedule, train, and review the work of staff involved in a wide range of maintenance and operations work activities.

Evaluate operations and activities of assigned responsibilities and recommend improvements and modifications; prepare various reports on operations and activities and maintain records of activities.

Participate in budget preparation and administration, including preparing cost estimates for budget recommendations, submitting justifications for staff, supplies, equipment, and services, and monitoring and controlling expenditures; participate in long-term planning activities to assess future needs; research and recommend new operational methods, techniques, and equipment as appropriate; provide assistance with developing and overseeing project budgets.

Participate in the selection of staff; provide and coordinate staff training, work with employees to correct deficiencies, and implement discipline procedures, as necessary.

Review and evaluate proposed projects to determine the most feasible approach, including staff, materials and equipment needed; make determinations and prepare cost estimates for staffing and equipment needed for projected activities; establish work priorities and timelines and make recommendations on project implementation; prepare and present written and/or oral project recommendations.

Analyze trends to assist in determining adequacy of current facilities and to project community demands for future facilities; assist with the development and implementation of plans to meet and serve the community.

Interpret and provide direction on new regulatory requirements as they impact the City's utility system; ensure that any operational changes are communicated to technical staff and senior management.

Develop and implement a comprehensive preventative maintenance program for assigned activities; monitor program for effectiveness and make adjustments as necessary.

Prepare specifications and make recommendations for new equipment; recommend the purchase of new equipment as necessary.

Provide technical assistance to staff pertaining to assigned functions and areas; serve as a technical resource and reference for problem areas; direct remedial actions.

Conduct project inspections to evaluate progress and ensure conformance to specifications; confer with other City staff to coordinate work schedules and ensure effective and efficient operations.

Review or prepare plans and specifications for contract work; inspect, review, and oversee the work of various contractors, evaluating progress and ensuring compliance to standards; prepare execute, and administer contracts relating to assigned area of responsibility.

Direct the response and/or personally respond to inquiries and complaints from the public; coordinate with other departments and City staff to identify and resolve issues; meet with concerned citizens' organizations.

Supervise the operation of pumps and related flow and pressure control and storage facilities manually or through the use of a Supervisory Control and Data Acquisition (SCADA) to maintain and/or adjust system flow and pressure requirements; control flows to meet consumer demands, including fire flow demands and minimum pressure requirements.

Determine, calculate, and ensure proper control of chemical dosage rates for wellhead disinfections, treatment, and distribution residual maintenance; investigate water quality problems in the distribution system as required.

Prepare and/or present a variety of reports, records, forms, correspondence, and related documentation on assigned operations; ensure all mandated forms and reports are properly completed and filed in a timely manner.

Confer with representatives of other utilities and entities to coordinate work schedules for the most effective and economic repair activities.

Review and provide input on the design and modification of infrastructure.

Direct the implementation of safety programs to ensure a safe working environment for employees; review OSHA and other regulatory safety requirements and adjust safety programs as necessary; monitor staff compliance with safety procedures; ensure work activities are carried out in a safe and efficient manner; respond appropriately to emergency situations as necessary.

Respond to after-hour emergencies regarding assigned functions.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

Skills/Abilities:

Plan, organize, direct, and supervise assigned operations and maintenance activities with an emphasis on providing timely and efficient customer service.

Estimate time, materials, and labor requirements to complete assigned projects.

Ensure compliance with operational and mandated regulatory and other requirements.

Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Conduct studies, prepare comprehensive reports, and determine cost effective ways to conduct assigned activities.

Evaluate and determine proper control and feed rates of chemicals and materials used in utility systems.

Read, understand, and interpret construction plans and specifications.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend goals, objectives, policies, procedures, work standards, and internal controls related to assigned operations.

Inspect work and administer contracts for work performed by others.

Solve problems effectively and efficiently.

Exercise sound, independent judgment within general policy guidelines.

Supervise, train, and evaluate assigned staff.

Prepare, present, and maintain accurate records and reports.

Effectively represent the City in contacts with senior management, City Council, public, businesses, community organizations, regional organizations, and other government entities.

Carry out safety regulations and direct policies in order to comply with all federal, state, and local environmental and safety regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee will be frequently required to sit and talk and hear. The employee will be required to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls. The employee frequently is required to sit, enter data into a terminal, personal computer or keyboard device; operate office equipment requiring repetitive arm/hand movement. The employee will occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is occasionally exposed to outside weather conditions and must operate an automobile to attend various meetings and workshops.

The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Principles and practices associated with the repair and maintenance of City streets, bridges, town clock, signs, vehicles, and equipment and/or operations, installation, and maintenance of various utility systems.

Materials, methods, and equipment used in the operation and maintenance of utility systems, including water distribution, storm drain repair, recycled water and wastewater collections, and street maintenance, vehicle, and equipment repair activities.

Pertinent federal, state, and local rules, regulations, and guidelines for assigned area of responsibility.

Contract preparation and administration.

Principles and practices of water distribution mathematics including water measurements, formulas, units and conversion factors, water pressure, calculation of dosage, and feed and flow rates.

Methods and techniques of implementing and administering utility safety and security programs.

Methods and techniques of inspecting public works and utility maintenance projects.

Methods and techniques of monitoring and regulating chemical processes.

Principles and practices of supervision, training, and performance evaluation.

Principles and practices of budget monitoring and administration.

Principles and practices of safety management.

Principles and practices of record keeping.

Principles and practices of effective customer service.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school. Course work in industrial technology, supervision, and/or operations and maintenance of utility systems is desirable.

Experience:

Four years of increasingly responsible experience performing work in the operations and maintenance of streets or utility systems; one year of experience must be in a supervisory capacity.

Certifications/Licenses:

When assigned to the Utilities Division, possession of a California Department of Public Health Grade II Water Treatment Operator's certificate and Grade III Water Distribution Operator's

certificate. If designated as Chief Operator for the City's water distribution system, possession of a Grade IV certificate. A Grade V Water Distribution Operator's certificate is desirable.

Possession of a California Water Environment Association Grade III Collection System Maintenance certificate is desirable.

Possession of a valid California Class C driver's license.

Additional Requirements:

Must be available to work outside normal working hours when necessary.

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Department: Public Works and Utilities

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