



Operations Manager

Summary

To plan, organize, direct, and coordinate activities of the Operations Division within the Public Works and Utilities Department including the operation, repair, and maintenance of utilities, storm drains, streets, sidewalks, signs and striping, fleet maintenance, parks, and buildings; to coordinate Operations activities with other divisions and departments; to participate in the planning, development, and implementation of public works infrastructure systems that meet the needs of the community; to ensure compliance with regulatory agency standards and operational and maintenance requirements; and provide highly complex staff assistance to the Director of Public Works and Utilities.

Class Characteristics

General direction is provided by the Director of Public Works and Utilities; responsibilities include the direct and indirect supervision of supervisory, technical, and support services positions.

This position is distinguished from the Utility Operations Supervisor by its management responsibilities for division operations, staff and activities, whereas the latter is responsible for supervising the operations of a section or group within 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:

Develop and implement divisional goals, objectives, policies, and procedures.

Plan, organize, and direct operations, maintenance, and repair activities involving water distribution and storage systems, sewer collection, stormwater conveyance, streets and sidewalks, signs and striping, fleet equipment maintenance, parks, and building facilities.

Direct, oversee, and participate in the development of the Operations Division work plan; assign work activities, projects, and programs; monitor work flow; review and evaluate work products, methods, and procedures.

Prepare the Operations Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Develop and implement plans for public works and utilities improvements and modifications; serve as project director ensuring the needs of the City are met and project conforms to City standards, expectations, timeline, and budget.

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Oversee the maintenance and utilization of an asset management, flood monitoring, customer service request, and work order systems to ensure the efficient and effective completion of tasks associated with the maintenance of public works infrastructure; accurately track costs and asset condition data.

Develop and implement a safety and emergency response program for field operations and the department; monitor program effectiveness and make adjustments as required.

Interpret and provide direction on new regulatory requirements and their impact on operations; ensure that any required operational changes are communicated to technical staff and higher-level management.

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

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

Coordinate with outside agencies related to the installation, repair, maintenance, and operation of public works infrastructure; review and resolve operational issues.

Oversee utility billing, meter reading, and backflow prevention systems; manage rate reviews and updates; assist in utility rate studies and capacity fee studies.

Serve as a member of the department's executive team and participate in discussion and decisions related to department-wide activities impacting personnel, facilities, quality goals, and budgets.

Assist the Engineering Department in the preparation of Capital Improvement Programs by scoping, budgeting, scheduling, and prioritizing.

Supervise and participate in the development of plans, specifications, estimates, and work orders for the construction of public works and City projects; review construction plans, specifications, and estimates; coordinate engineering plan review with other City departments, divisions, sections, and outside agencies.

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

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Perform related duties as assigned.

Skills/Abilities:

Organize and direct activities associated with the operation, maintenance, installation, and repair of public works infrastructure.

Analyze problems; identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules, and regulations.

Prepare and administer division budget including related elements of capital improvement plan budget.

Ensure division compliance with operational and mandated regulatory requirements.

Interpret and understand construction plans and basic engineering principles as they relate to areas of operations.

Interpret, prepare, amend, and manage contracts related to areas of operation.

Manage a variety of projects related to the operations, maintenance, installation, and repair of public works infrastructure.

Read and interpret financial reports in the monitoring of expenses, revenue, and budget.

Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.

Effectively present information to senior management, public groups, and/or City Council.

Prepare and present clear and concise technical and administrative reports.

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 is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. The employee must 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 ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, fumes, or airborne particles, toxic or caustic chemicals, outside weather conditions, and vibration. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Principles and practices associated with the maintenance and operations of water distribution and storage, sewer collection, stormwater conveyance, street pavement, signs and striping, traffic and street lights, fleet equipment, parks, and building systems.

Principles, practices, and methods of civil engineering in a municipality.

Principles and practices of asset management.

Principles and practices of water/wastewater engineering.

Capital improvements cost estimation.

Principles and practices of contract administration.

Principles and practices of construction management.

Principles and practices of water distribution and water quality including sources of supply, water quality methods, and disinfecting techniques.

Advanced principles and practices of project management and contract administration.

Principles and practices of leadership, motivation, team building, and conflict resolution.

Pertinent federal, state, and local rules, regulations, and laws.

Budgeting procedures and techniques.

Methods and techniques of developing and implementing a comprehensive emergency response program.

Occupational health and safety standard practices.

Methods and techniques of analyzing and interpreting data and statistics.

Principles and practices of supervision, training, and personnel management.

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:

A Bachelor's degree from an accredited college or university with major course work in engineering, construction management, environmental sciences, public administration, business administration, or related field. A Master's degree is highly desirable.

Experience:

Five years of increasingly responsible experience involving the operation, maintenance, installation, and repair of a variety of public works infrastructure, including two years of project management and supervisory experience.

Certifications/Licenses:

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

Possession of a California Department of Health Services Grade 5 Water Distribution Operator's Certificate may be required.

Registration as a Professional Engineer within the State of California or other State is desirable.

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Department: Public Works and Utilities

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