



FEBRUARY 2022
FLSA: EXEMPT

WATER OPERATIONS MANAGER

DEFINITION

Under general direction, plans, schedules, assigns, and reviews the work of water systems staff responsible for the maintenance and operations of the District's water production, treatment, and storage facilities; supervises the inspection and adjustment of automatic telemetry equipment and oversees the daily reading of all instruments; coordinates, monitors, and provides technical input for assigned water operations and related projects and programs including water quality, backflow prevention, and managing the recycled water distribution system; provides complex and responsible technical assistance to the Director of Engineering, Operations, and Maintenance and others in areas of expertise; performs a variety of technical tasks relative to the assigned functional area; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Engineering, Operations, and Maintenance. Exercises direct supervision over assigned technical and Operations staff.

CLASS CHARACTERISTICS

This is a mid-management classification responsible for planning, organizing, supervising, reviewing, and evaluating the work of the District's water systems staff either directly or through lead workers, as well as significant administrative, planning, and budgetary activities. Incumbents organize and oversee day-to-day activities and operations of assigned functional areas, and are expected to independently perform the full range of water production and systems operations duties. Performance of the work requires the use of considerable independence, initiative, and discretion within established 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.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the maintenance and operations of the District's water production systems, including water production, water quality, cross-connection control, and recycled water distribution; ensures the maintenance of proper water flow and storage levels, and maintenance and operation of ground water production wells.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Operations Department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the selection, training, motivating, and evaluating of assigned personnel; plans, organizes, assigns, supervises, and reviews the work of assigned staff; provides or coordinates staff training; works with employees on performance issues.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of the assigned division; continuously monitors and evaluates service delivery methods and

procedures; assesses and monitors workload and administrative systems; identifies opportunities for improvement and recommends to the Director.

- Manages and participates in the development and administration of the department's annual budget; determines and recommends equipment, materials, and staffing needs for assigned maintenance projects; prepares detailed cost estimates with appropriate justifications; maintains a variety of records and prepares routine reports of work performance.
- Monitors and controls supplies and equipment; orders supplies and tools as necessary; prepares documents for the procurement of equipment, supplies, and materials; participates in bid processes for maintenance and repair projects as necessary; oversees all on-going vendor contracts for services as applicable.
- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Monitors and controls the operation of water production systems, including chemical feeding equipment and the utilization of the telemetry system, filtration equipment, reservoirs, and/or storage tanks; compiles and maintains statistical data; prepares various reports on operations and activities.
- Directs, coordinates, and oversees the maintenance and repair of mechanical equipment such as pumps, chlorinators, and metering devices; monitors the preventive and corrective maintenance of all plant equipment; directs the installation, operation, and maintenance of the computer telemetry system.
- Troubleshoots complex operational and maintenance problems; corrects or directs the correction and repair of operational and/or equipment problems.
- Coordinates assigned services and activities with those of other departments and outside agencies and organizations.
- Compiles and maintains documentation and data required for regulatory compliance and reporting with various regulatory agencies.
- Participates in the development of emergency response planning and protocol for water systems.
- Ensures the District's safety program and goals are implemented and carried out in the Operations Department; develops and proposes safety requirements to be carried out in the department.
- Provides complex staff assistance to the Director; prepares and presents staff reports and other necessary correspondence; supervises the preparation and maintenance of related reports, records, and files; ensures the proper documentation of activities.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public on development issues and acquiring information.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Participates in the design and construction of District facilities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the assigned areas; researches emerging products and enhancements and their applicability to District needs.
- Maintains current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation; maintains current on new technology by meeting with vendors, as needed.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Responds to emergency situations as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of public and program development and administration, including budgeting, goal setting, policy and procedure development and implementation, evaluation and work standards.
- Principles and practices of utilities maintenance and operations including water production, water distribution, water quality, and field operations.
- Principles, practices, equipment, tools, and materials of water system production maintenance and process control.
- Principles and practices of SCADA systems and operations.
- Applicable federal, state, and local laws, ordinances, regulations, and guidelines relevant to assigned duties.
- Principles and practices of budget and capital improvement program development, administration and accountability.
- Mechanical, electrical, and hydraulic principles.
- Principles and practices of contract administration and evaluation.
- Safety principles, practices, and procedures of water treatment facilities and systems, including related equipment and hazardous materials.
- The operation and maintenance of a variety of hand and power tools, vehicles, and power equipment.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Responsibilities of a Disaster Service Worker.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct water treatment and related maintenance and operations activities.
- Analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, and regulations.
- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify problems, research and analyze relevant information, develop and present recommendations and justification for solution.
- Perform the most complex maintenance and operations duties, and operate related equipment safely and effectively.

- Respond to off-hours system and/or facility emergencies, management requests, customer service standby or outside agency assistance.
- Develop cost estimates for supplies and equipment.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Maintain accurate records and files of work performed.
- 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, 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

A high school diploma or satisfactory equivalent supplemented by college-level coursework in water production treatment and distribution, water systems operations, public administration, engineering, or a related field, and five (5) years of increasingly responsible experience maintaining and operating water systems and related facilities, including at least two (2) years in a supervisory or lead capacity.

Licenses and Certifications:

- Possession of a valid California Driver's License and a satisfactory driving record.
- Possession of, and ability to maintain, a valid Grade III Water Treatment Operator Certificate issued by the State Water Resources Control Board
- Possession of, and ability to maintain, a valid Grade III Water Distribution Operator Certificate issued by the State Water Resources Control Board
- Possession of, or ability to obtain, a valid Grade IV Water Distribution Operator Certificate issued by the State Water Resources Control Board within two (2) years.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work with water distribution systems and work in related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines, to climb and descend ladders, and to operate varied hand and power tools and equipment; to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. The job involves frequent walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate above-mentioned 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 up to 50 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees primarily work in an office environment and occasionally work in and around Operations utilities and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.