



## **OPERATIONS MANAGER**

**Bargaining Unit:** Independent/Non-Contract  
**FLSA:** Exempt

### **SALARY RANGE**

\$62.32 - \$81.02 Hourly  
\$4,985.74 - \$6,481.46 Biweekly  
\$10,802.00 - \$14,043.00 Monthly  
\$129,629.00 - \$168,518.00 Annually

### **DEFINITION**

Under general direction, assumes management responsibility for the operations, services, and activities of staff performing environmental compliance, wastewater source control, and potable water, wastewater, and recycled water system distribution and maintenance; oversees and manages the work of contractors performing specialized services; prepares and administers the field operations budget; ensures compliance with regulatory requirements in all service areas; provides technical support in the planning, design, and construction of field operations capital improvement projects; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Manager. Exercises direct supervision over technical and/or administrative staff; directs the work of consultants, and contractors.

### **CLASS CHARACTERISTICS**

This management classification is responsible for planning, organizing, and directing the operations, services, and activities of the District's water, wastewater, and recycled water system distribution and maintenance. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities which include administration, evaluation, and the recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards. The work involves a high-level of problem-solving requiring analysis of unique issues without precedent and/or structure, and formulating, presenting, and implementing strategies and recommendations for resolution. Employees serve as a specialist and liaison with other public agencies, private organizations, regulatory agencies, and members of the public. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

**EXAMPLE 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 management responsibility for water/wastewater infrastructure operations and services including water distribution, electrical/instrumentation, paintings and coatings, mechanical, and collection systems maintenance; plans, organizes, directs and coordinates preventive, predictive and corrective maintenance programs.
- Directs and oversees regulatory compliance services needed to properly maintain the District's facilities and fleet, including any permitting requirements.
- Secures, monitors and manages service contracts for the operation and maintenance of the potable water, recycled water and wastewater systems.
- Selects, trains, motivates and directs assigned personnel; evaluates and reviews work for acceptability and conformance with standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Interprets District ordinances, policies, and applicable laws and regulations, and ensures services comply with the policies and strategic direction set by the General Manager, Board of Directors, and mandated regulations; coordinates the work of operations staff with other departments, agencies, contractors, and individuals.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned operations; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Develops methods and recommendations to improve operation and maintenance services; analyzes maintenance and operating costs and takes necessary action to ensure efficient operation.
- Manages and participates in the development and administration of the operations annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Prepares and presents staff reports, documents or correspondence to boards, groups and/or committees; remains current on issues, trends and best practices in water/wastewater services.
- Prepares, negotiates, and manages Request for Qualifications and Request for Proposals for District projects; develops and technical specifications and plans for projects, equipment purchases, and consultant services; administers and manages contracts ensuring compliance with all requirements.
- Provides support in the planning, design, and construction of capital improvements in District infrastructure.

- Proposes and implements safe working practices and associated safety requirements; coordinates staff safety training; makes certain safety reports are properly prepared and submitted in a timely manner.
- Attends meetings, conferences, workshops, and training sessions; reviews publications and related materials to remain current on best practices and new developments in water/wastewater operations.
- Ensures that staff observe and comply with District and mandated safety rules, regulations, and protocols.
- 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 leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of preventive, predictive and corrective maintenance.
- Principles and practices of contract negotiation and management.
- Principles and practices of budget development and management.
- Regulatory requirements for District operations.
- Principles, practices, methods, and maintenance requirements involved in water and wastewater system distribution, pumping, storage facilities, and related equipment.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- General principles of risk management related to assigned areas of responsibility.
- Mathematical skills.
- Record-keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Plan, direct, oversee, and manage the staff and operations of a comprehensive water and wastewater distribution system.
- Develop and implement goals and objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District's field operations.
- Prepare, administer, and monitor assigned budgets.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively and evaluate performance in an objective and positive manner.
- Research, analyze and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Analyze complex operational and administrative problems, evaluate alternatives, and recommend or implement effective courses of action.
- Prepare clear and concise reports, correspondence, policies, procedures, and other documentation.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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 a bachelor's degree in civil engineering, public administration or a related field and five years of increasingly responsible experience in managing water and/or wastewater plant and distribution operations, maintenance, and repair function, two of which should be in a supervisory or management capacity.

**Licenses and Certifications:**

- Possession of a valid California Driver’s License to be maintained throughout employment.
- Possession of, or the ability to obtain, a Grade IV Distribution Operator Certificate to be maintained throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

When working in a field environment, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to operate a motor vehicle and visit various District sites; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; vision to inspect site conditions and work in progress. Fieldwork may require walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. When working in a field environment, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.