

LAKE DON PEDRO COMMUNITY SERVICES DISTRICT
Policy and Procedures Manual

POLICY TITLE: Job Description - WATER OPERATIONS MANAGER

POLICY NUMBER: TBD

Description:

This Position is responsible to plan, organize, direct and evaluate all operation and maintenance functions. This position is responsible for both the operations and administrative requirements of the water department. The Operations Manager will ensure proper operation of Water Treatment Plant and Distribution System, as well as the installation, maintenance and repair of all Water System Facilities. Utilizing subordinate staff in a coordinated effort prioritizes, assigns, reviews, evaluates and schedules all work. The Operations Manager is responsible to establish the culture, appearance and reliable function of well-maintained facilities, property, vehicles and equipment; and is the lead customer service person in the field. Position works under the administrative direction of the General Manager; cooperates and assists in planning, constructing and inspecting both self-constructed and contracted system improvements. The Ops Manager must communicate professionally and effectively verbally and in writing.

The Ops Manager is responsible for the administrative functions of the department including: Operations employee safety program implementation and updates; management of staff including schedules, setting and enforcing performance standards and enforcing District personnel policies including performance evaluation and related documentation; Compliance with water sampling schedules; implementation of the District maintenance plans, capital improvement plans and other programs; preparing and submitting required reports to the appropriate State Agencies and General Manager; preparing department budget and monitoring budget performance, and managing accounts payables for the department. Position will attend and prepare for meetings on a routine basis and as assigned. Further position will operate on a rotating "On-Call" basis as needed or under emergency conditions or in the event of absences.

Reporting to:

This position reports to the General Manager.

Essential Job Functions and Responsibilities:

- Establishes work priorities and sequence, assigns work and manages all operations work performance focusing on efficiency, work quality, cost, schedule and related customer service
- Fully implements all district maintenance plans and programs including

infrastructure, vehicles, equipment, buildings and property and reports to management as required

- Timely and accurate completion of all required state, local and district reports, including operation and maintenance reports
- Timely compliance with all regulatory agency mandates, permit requirements, sampling schedules and state mandated actions and programs
- Implementation and update of the District safety program
- Coordinate and communicate operations activities with the Office Manager on the appropriate schedule
- Manage field personnel including hiring, training and coaching, assisting in job description and personnel updates, monitor and conduct written performance evaluations, develop performance improvement plans, document performance concerns and recommend/provide documentation supporting disciplinary action, develop training and development plans
- Contract with qualified system/facility maintenance contractors and manage quality, schedule and cost of work performed
- Develop Capital Equipment Replacement and Capital Improvement Project priority lists, schedules and supporting information
- Submittals on a timely basis of accounts payable items, with appropriate documentation utilizing known information in coding to proper account.
- Attendance at Board or other meetings as requested.
- Effectively communicates department strengths, weaknesses, opportunities and threats with General Manager in a timely manner
- Ensure adequate water supply and delivery of water meeting all quality standards
- Ensures scheduled maintenance and calibrations of all water treatment equipment is completed on the appropriate schedule
- Ensures that all system emergencies are addressed in a timely manner and causes are determined and remedial plans developed
- Leads and performs customer service related duties including but not limited to: Meter installation, turning services on or off, lock-offs and unlocks, quality complaints.
- Performs emergency repairs after normal working hours and participate in "On-Call Duty" rotation

Other Responsibilities:

- Evaluates long term workload and makes staffing recommendations to General Manager
- Develop and maintain a culture of service excellence among field employees, including customer service, building, property and fleet appearance

- Performs repairs and construction projects as needed including but not limited to: underground piping and road repairs.

Must Possess:

Experience: A minimum period of (60) months of increasingly responsible water treatment plant and distribution operations and maintenance experience, including (24) months of lead or supervisory responsibility. Must have a working knowledge of the use and application of office business software including Microsoft Word and Excel. Experience and/or certification in wastewater treatment is highly desirable.

Education: High School or General Education Diploma (GED) and ability to complete college level coursework in water treatment and distribution.

Licenses: Valid California Driver's License appropriate to job and satisfactory driving record.

Certifications:

- Water Treatment Operator Grade 2 (Minimum mandatory) with the ability to obtain a Grade 3 within one year of appointment
- Water Distribution Operator Grade 2 with the ability to obtain a Grade 3 within one year of appointment

Physical Condition: Must be in good physical condition and capable of handling the laborious tasks normally associated with heavy construction. The EMPLOYMENT ENTRANCE MEDICAL EXAMINATION (Appendix A) outlines the minimum physical requirements for hiring consideration and continued employment. STATEMENT BY PHYSICIAN (Appendix B) completed by Physician indicating medical ability to perform job. Successful completion of CONSENT AND RELEASE FORM - DRUG/ALCOHOL TESTING (Appendix C).