



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Director of Water Operations
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GENERAL PURPOSE

Under policy direction, plans, organizes, directs, and implements comprehensive strategies and programs for the operation of a large potable and reclaimed water production and distribution system; evaluates water filtration treatment systems to optimize treatment processes and reduce operating costs; develops operating plans and programs; ensures effective and efficient high-quality work in the managed programs; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the Water Operations Department, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to executive management in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the District's Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives policy direction from the Assistant General Manager of Operations and Maintenance.

Exercises direct supervision over management, supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Plans, organizes, controls, integrates, and evaluates the work of the Water Operations Department; directs and manages the work of staff and programs for the operation and maintenance of the District's water production and distribution systems.
- Develops, implements, and administers comprehensive programs, policies, guidelines, and procedures related to the District's water production and distribution systems and facilities.
- Manages and directs the development, implementation and evaluation of short and long-term plans, policies, systems, and procedures to achieve annual goals, objectives and work standards focused on achieving the department's mission and assigned priorities.
- Participates in the development of and monitors performance against the department's annual budget; negotiates contracts and agreements for program operations.
- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Selects, trains, motivates, and directs department staff; establishes performance requirements and personal development targets; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's personnel rules, policies and labor contract provisions.
- Analyzes proposed state and federal law, regulations, and court decisions for their impact on District practices and operations; recommends policy and procedure changes or appropriate actions and implements programs.
- Reviews engineering design plans for the production and distribution system and facilities to ensure conformance with District standards and policies; performs file and site visits; works cooperatively with District Engineering staff and design consultants to provide optimal water treatment and desalination facilities in order to achieve a core District mission.
- Prepares, reviews, and presents staff reports, various management and information updates, project status reports, business correspondence and related written documentation.
- Directs or conducts research and analysis of the District's needs and requirements and recommends policy and procedure changes or appropriate actions and implements programs.

- Within assigned areas of accountability, serves as the District's representative to professional, industry, and community groups and customers and to other agencies, organizations, and individuals.
- Ensures staff observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of branch and department business plans, processes, and performance measures, ensuring that they align with District's Strategies and Operational Plans.
- Participates in organizational performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the division, department, or branch.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising their authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

REQUIRED QUALIFICATIONS

Knowledge of:

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.

- Principles and practices of leadership.
- Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- Organization, function, role, and authority of a public agency Board of Directors.
- Principles and techniques of working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles, practices, and techniques involved in the operation of a large, complex water production and distribution system including water filtration and desalination treatment processes, pumping systems, Systems Control and Data Acquisition systems (SCADA), and integrated energy management systems.
- Federal, state, and local laws, regulations, and court decisions applicable to assigned areas of responsibility.
- Principles and practices of effective management and supervision.
- District personnel rules, policies, and labor agreement provisions.
- Research methods and analysis techniques.
- District and mandated safety rules, regulations, and protocols.
- 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.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Plan and direct a large, complex water production and distribution system; develop and implement appropriate procedures and controls.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership and direction for the District and the department.
- Understand, interpret, explain, and apply District policy and procedures governing assigned areas of responsibility.
- Present proposals and recommendations clearly and logically in public meetings.
- Represent the District effectively in negotiations.
- Prepare clear, concise, and comprehensive correspondence, reports, studies and other written materials.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, various business, professional and regulatory organizations, and in meetings with individuals.
- 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.

Continuous Improvement Based Abilities:

- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop a systems perspective for managing department operations and its key processes to achieve results.
- Define and explain key processes and process requirements within the department.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Ten (10) years of progressively responsible experience in the operation and maintenance of a large, complex water production and distribution system, five (5) of which should be in a management capacity.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in civil or mechanical engineering, chemistry, microbiology, public or business administration, or a related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance policy.
- State of California Water Grade V Distribution Operator Certificate or Grade V Water Treatment Operator Certificate is desirable, with preference for those holding both.
- Registration as a Professional Civil Engineer in California is desirable.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials, a computer screen, and operate a motor vehicle; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas, walking between work areas, and operating a motor vehicle to visit various District sites 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.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Director of Water Operations
Last Update: May 2024

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>October 2, 2019</i>
Date modified:	<i>May 1, 2024</i>
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Director of Water Operations. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____