



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	Water Operations Manager
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GENERAL PURPOSE

Under administrative direction, plans, organizes, and directs the operation and control of the potable and recycled water production and distribution system for the District; researches and prepares a variety of studies and reports regarding the District's short- and long-term water operations, production, treatment, storage, energy savings, SCADA, and operational plans; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, and evaluating the operation, maintenance, and control of the potable and recycled water systems. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include production, treatment, storage, and distribution facilities within the entire District, policies and procedures, budget administration and reporting, supervision, and program evaluation. Some positions in this classification may be assigned water-production responsibilities and are required to hold additional state certifications. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Water Operations. Exercises direct supervision over supervisory and technical 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.

All Assignments:

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and ensures uniform adoption of those practices.
- 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.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Manages and participates in the development and administration of the department's 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 to meet changing conditions.
- Prepares special and recurring studies and reports; coordinates work with various departments and other users in making system modifications.
- Develops methods and recommendations to improve the operation of the District's water production, treatment, storage, transmission and distribution systems, and facilities.
- Reviews and coordinates with appropriate personnel the implementation of local, state, and federal laws and regulations regarding water and recycled-water production, treatment, storage, transmission, and distribution.
- Researches and monitors technical developments in techniques, equipment, supplies, and material used in the monitoring, energy efficiency, production, treatment, storage, transmission, and distribution of potable and recycled water.
- Participates in the development and implementation of strategies and plans to ensure all major water production, treatment, storage and distribution systems, equipment, and facilities are operable during peak water-use periods.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Based on area of assignment, incumbent:

- Participates in the development and implementation of enhancements, modifications, upgrades, and improvements to the distribution system's Supervisory Control and Data Acquisition System (SCADA); evaluates display screens to verify functionality and accuracy of telemetry signals, evaluate pump plants, and set pump rotation sequence and set points; participates in the development and implementation of enhancements, modifications, upgrades, and improvements to SCADA.
- Implements the District's goal of water supply source and energy-efficient operation; ensures compliance with production restrictions specified by agreements; ensures adequate and appropriate quality water and recycled water is available and delivered.
- Ensures regulatory compliance of water filtration and desalter treatment.
- Operates distribution system components and facilities to ensure efficient functioning; makes adjustments to reservoir and pump settings; reports the need for major or specialized repairs to equipment, machinery, and electrical and electronic systems; coordinates facility shutdown and ensures timely completion of preventive maintenance activities.
- Maintains up-to-date computerized records and files for backflow-device locations, inspections, test results, corrections, recycled water sites, rule violations, cross connection, and annual inspection due dates.
- Reviews design plans and specifications for water and recycled-water system facilities to ensure conformance with operations and maintenance needs; oversees contract services and installation of equipment to operate the plant/facilities.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's strategies and operational plans.
- Participates in departmental 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 department and division.
- 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 his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

REQUIRED 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.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- Principles, methods, practices, techniques, and equipment common in the operation and maintenance of a large, complex water treatment, storage, transmission, and distribution system; codes, regulations, and guidelines pertaining to the work.
- Principles, practices, and operational characteristics of a comprehensive water treatment and brackish groundwater program management.
- Principles of biology, chemistry, and mathematics related to water treatment.
- Uses of Supervisory Control and Data Acquisition (SCADA) systems and instrumentation and manual control systems.
- Local, state, and federal laws and regulations pertaining to the operation of a potable and recycled water system, including the Safe Drinking Water Act and EPA regulations.
- Advanced principles, methods, and techniques for operating pumps, valves, electric motors, and electronic, computerized, and manual control systems common to a large, potable water-treatment and Reverse Osmosis (RO) facility.
- Methods, practices, tools, and equipment common in construction and public works-related trades and crafts.
- Office and records management practices and procedures.
- 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:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the District's potable and recycled-water production and distribution system.
- Provide administrative and professional leadership and direction for the Water, Production IOC/Special Services, Water Distribution, and Recycled Water/Backflow divisions.
- Prepare, administer, and monitor a division/department budget.
- Manage ultrafiltration membrane plants and Reverse Osmosis system processes; troubleshoot system and equipment anomalies, malfunctions, and failures and evaluate alternatives.
- Develops recommendations to improve the operations of the District's water production, treatment, storage, transmission, and distribution systems and facilities.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- 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.

- 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.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- 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:

- Four (4) years of supervisory or administrative experience in the operation of a water production, treatment, storage, and transmission system.

Education:

- Equivalent to completion of the twelfth (12th) grade, supplemented by specialized training in the operation of a water production, treatment, storage, and transmission system.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.
- A State of California Water Distribution Operator Certificate, Grade V, or the ability to obtain the Grade V certification within 15 months of hire; and
- A State of California Water Treatment Operator Certificate, Grade II.

In addition to the required driver's license, positions in this class that are assigned water-production responsibilities require the following state certifications:

- A State of California Water Treatment Operator Certificate, Grade V.

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, to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Must also possess mobility to work in standard water treatment plant and related facilities; strength, stamina, and mobility to work around machines; 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 area to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification bend, stoop, kneel reach, and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 15 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 also work in the field and are exposed to loud noise levels, cold and hot temperatures, 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.

Eastern Municipal Water District
Job Title: Water Operations Manager
Last Update: October 2019

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:	
FLSA determination:	<i>Exempt</i>

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Water Operations Manager. 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: _____