

JOB DESCRIPTION
Field Services Manager
Code Number: 36001

GENERAL PURPOSE

Under administrative direction, plans, organizes and directs the work of crews and personnel involved in the installation, construction, maintenance and repair of physical facilities, water mains, services and related appurtenances associated with a large potable and reclaimed water distribution system; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-incumbent class responsible for all maintenance and repair activities related to the District's underground distribution systems. The work of this class is complex and involves significant accountability and decision-making responsibilities.

ESSENTIAL 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 class.

Plans, organizes, controls, integrates and evaluates the work of assigned supervisors and staff; with supervisors and staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the annual division and department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans, organizes, directs and evaluates the performance of assigned supervisors and 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; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with District personnel rules, policies and labor contract provisions.

FLSA DETERMINATION: Meets executive exemption from overtime.

Provides day-to-day leadership and works with supervisors and staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives and values.

Prepares or directs the preparation of a wide variety of studies and reports related to the District's distribution system needs and develops specific proposals and work plans to meet them.

Inspects operations and projects to confirm conformance with specifications and objectives.

Participates in the analysis of trends, such as population and industrial growth, and the development of strategies and work plans to meet and serve expanding community needs.

Coordinates the work of the division with other departments, divisions, agencies, contractors and individuals.

Prepares the annual operating and capital outlay budget recommendations; justifies budget requests and monitors expenditures against goals and objectives; reviews financial and operational reports; analyzes maintenance and operating costs and takes necessary action to ensure efficient operation of the division.

Evaluates equipment and materials used in the division and recommends changes and/or additions, as required.

Prepares special or recurring reports or special studies; develops recommendations to improve water delivery and the maintenance and repair of District buildings and grounds; coordinates work with various divisions and other users in making system modifications.

Ensures compliance of unit work to pertinent codes, regulations and guidelines.

Provides technical assistance to staff.

Drafts monthly, quarterly and annual reports.

Ensures the District's safety program and goals are implemented and carried out in the Field Services Division; proposes safety requirements to be followed in the maintenance and repair of the water and recycled water distribution system.

Performs related duties as assigned.

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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.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of public administration as they pertain to a municipal utility; administrative principles and methods including goal setting, program Development and Implementation, principles and practices of budget development and administration; theories, principles, techniques and equipment used in the maintenance and repair of water mains, services and related appurtenances; principles, practices, methods and equipment used in the maintenance and repair of buildings, grounds and related facilities; safety regulations, safe work practices and safety equipment related to the work; codes, regulations and guidelines pertaining to the work; computer applications related to the work; office and records management practices and procedures; principles and practices of sound business communication; principles and practices of effective supervision; understand, interpret, explain and apply District, local, state and federal laws and regulations applicable to areas of responsibility; establish and maintain effective working relationships with District managers, staff, contractors, consultants, vendors and

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others encountered in the course of work; District personnel rules, policies and labor contract provisions.

Ability to:

Plan, assign, direct and coordinate a variety of functional specialties with overlapping work areas; manage and direct a water and recycled water distribution system maintenance program; select, motivate and evaluate staff and provide for their training and development; prepare, administer and monitor a division budget; analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action; develop and implement goals, objectives, policies, procedures, work standards and management controls; exercise sound independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management and staff; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external

Continuous Improvement Knowledge and Abilities

Knowledge of:

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:

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; and make sound decisions based on departmental performance indicators.

Training and Experience:

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A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or a G.E.D. equivalent; and four years of supervisory or administrative experience in the construction, maintenance and repair of a water distribution system; or an equivalent combination of training and experience.

Graduation from an accredited college or university with an associate's degree in business administration, facility management, construction management, or a closely related field is desirable.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL AND MENTAL DEMANDS

The physical and mental 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.

Physical Demands

While performing the duties of this class, an employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee frequently is required to stand and talk or hear; walk or sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the incumbent is regularly required to use written and oral communications skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; deal with changing, intensive deadlines; and interact with officials and the public.

WORK ENVIRONMENT

FLSA DETERMINATION: Meets executive exemption from overtime.

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.

The employee normally works under typical office conditions, and the noise level is usually quiet. The employee occasionally works in outside weather conditions and is exposed to wet and/or humid conditions.

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