

JOB DESCRIPTION
Water Operations Manager
Code Number: 32001

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; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for planning, coordinating, and directing the operation, maintenance, and control of the potable and recycled water systems. This includes production, treatment, storage and distribution facilities within the entire District. Some positions in this classification may be assigned water production responsibilities and are required to hold state certifications as indicated below. The work of this class is complex and involves significant coordination, 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 staff; with staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the annual 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 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 District personnel rules, policies and labor contract provisions.
- Provides day-to-day leadership and works with 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.
- Participates in the preparation of the division's annual operating and capital outlay budget requests; monitors expenditures against goals and objectives; directs budgetary changes to meet changing conditions.
- Prepares special and recurring studies and reports; develops recommendations to improve the operation of the District's water production, treatment, storage, transmission and distribution systems and facilities; coordinates division activities with other divisions, departments and agencies.
- Ensures compliance of unit work to pertinent codes, regulations and guidelines.

- Provides technical assistance to staff.
- Confers with and advises District staff regarding water and recycled water production, treatment, storage, transmission and distribution needs and requirements.
- 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.
- Participates in the analysis of trends such as population growth and the development of strategies to meet and serve expanding community needs.
- 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.
- Coordinates water production and distribution activities with MWD and agencies served by EMWD; 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.
- Participates in the development and implementation of enhancements, modifications, upgrades and improvements to the distribution system's Supervisory Control and Data Acquisition System (SCADA); plans, schedules and supervises the work of central control personnel.
- Ensures preparation of daily water production and weekly recycled water production reports, coordinates all water orders from MWD; evaluates display screens to verify functionality and accuracy of telemetry signals, evaluate pump plants and set pump rotation sequence and set points.
- Implements 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 maintenance and updating of district-wide operational plans; prepares daily and monthly reports and ensures compliance with appropriate uses of water and recycled water, report and monitor blending of different sources of water.
- Ensures the District's safety program and goals are implemented and carried out in the Water Operations Division; develops and proposes safety requirements to be carried out in the division.
- Reviews design plans and specifications for water and recycled water system facilities to ensure conformance with operations and maintenance needs.
- 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.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles, methods, practices, techniques and equipment common to the operation and maintenance of a large, complex water treatment, storage, transmission and distribution system; computers, SCADA, and their applicability; 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; administrative principles and methods including goal setting, program development and implementation, employee supervision; principles and practices of budget preparation and administration; methods, practices, tools and equipment common to the construction and public works related trades and crafts; 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; principles and practices of effective management and supervision; office and records management practices and procedures; principles and practices of sound business communication; 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 large water distribution 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 District managers, staff, contractors, consultants, vendors and others encountered in the course of work; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external; understand, interpret, explain and apply District, local, state and federal laws and regulations applicable to areas of responsibility.

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:

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

Licenses; Certificates; Special Requirements:

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 (D5), or the ability to obtain the D5 within 15 months of hire; and
a State of California Water Treatment Operator Certificate, Grade II (T2).

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 Distribution Operator Certificate, Grade II (D2); and
a State of California Water Treatment Operator Certificate, Grade V (T5).

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, an employee 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

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. The employee is occasionally exposed to outside weather conditions and wet and/or humid conditions. The noise level is normally quiet.

FLSA Determination: Meets executive exemption from overtime.