



Director of Operations

Department/Division:	Operations
Reports To:	Assistant General Manager
Provides Direction To:	Production, Water Treatment (Roemer/FBR) Water Quality, Meters and Distribution
FLSA Exemption Status:	Exempt
Effective Date:	12/19/2024

GENERAL PURPOSE

Under general direction, plans, organizes, integrates, directs and supervises the work of the Operations Department; directs and implements programs and strategies for the field operation and maintenance of the District's water distribution systems, plants and facilities; oversees equipment maintenance activities; ensures all operations and maintenance functions are safe and efficient, while complying with applicable permits, laws and regulations; provides expert professional assistance and guidance to District's Board, managers and supervisors on operational and maintenance issues.

DISTINGUISHING CHARACTERISTICS

The Director of Operations, as a Department Head, shall understand the District's mission, strategic goals, values and policies. The incumbent will be self-motivated with good judgment and high ethical standards; have excellent verbal and written communication skills along with the ability to multi-task and organize. Leadership skills are critical to the positions combined with technical abilities to motivate and enhance employee morale. The incumbent, as a Department Head, also functions as a member of the District's executive management team and participates actively in addressing issues of concern to the District, which at times may not have a direct impact on the incumbent's area of specialization.

ESSENTIAL FUNCTIONS

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 the class.

- Plans, organizes, controls, integrates and evaluates the work of the assigned department; with managers, 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 department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Manages the performance of department staff; interviews and selects new 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; hears and makes recommendations on grievances; approves overtime; approves or takes disciplinary action, up to and including termination, to address performance deficiencies and/or violations(s) of District policies, in accordance with District human resources policies and labor contract agreements.

- 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, objectives and values regarding teamwork, mutual trust, and respect; applies process improvement and quality management principles to assigned areas of responsibility.
- Participates in the formulation and implementation of departmental policy, planning and strategic development; leads and directs staff and outside consulting resources in the development and application of new methods and processes to achieve higher efficiency, quality, and innovation in department work processes.
- With subordinate managers, oversees the day-to-day water production, water treatment, meters, water quality and distribution activities, equipment and facilities; coordinates with warehouse and purchasing operations to ensure that tools and equipment are available in a timely and cost-effective manner; ensures the District fleet and heavy equipment is maintained and safe for employees to operate; directs response to and recovery of service during emergencies.
- Through subordinate managers, maximizes the use of technology and the SCADA system to check reservoir levels, station operations, distribution flow to ensure the proper functioning of water facilities; works with District information technology professionals and engineers to prioritize the network, communication and equipment upgrades and expansions; provides operational insight and support on the development and implementation of new technologies including GIS; ensures infrastructure, system security and data integrity controls are in place and operational.
- Through subordinate supervisors, oversees the work of the District laboratory and contract laboratory; ensures sampling and testing protocols meet Division of Drinking Water and EPA standards and requirements; ensures water sampling, regulatory and compliance standards are met and required reports are submitted in a timely and accurate manner; oversees resolution of operating issues.
- Ensures customer complaints/concerns regarding water quality, District operation and maintenance activities are investigated and addressed.
- Plans, directs, and supervises major repairs to District facilities; arranges for emergency equipment, contractors and directs the work of crews making emergency repairs; negotiates leases, rents, and contract agreements for District participation in regional facilities and/or local agency participation in use of District facilities; oversees the maintenance activities at headquarter facility.
- Ensures strict safety policies and safe work procedures; may assist as a First Responder in the event of emergency chemical spills, using required safety and personal protective

equipment; ensures safety equipment is in sound working condition and that District employees have participated in safety training.

- Interprets direction and assignments from the General Manager and board of directors; interprets District policies and applicable laws and regulations to ensure compliance within assigned areas of accountability.
- Directs the preparation, completion, and submission of a variety of mandated monthly, quarterly and/or annual reports to regulatory agencies including Air Quality Management District, CA Department of Fish and Wildlife, Environmental Protection Agency, California Department of Public Health, Regional Board, State Water Resources Control Board.
- Represents the District in negotiations and interactions with board members, other industry, and governmental agencies; serves as the District's representative to professional industry groups, community groups, customers, regulators and other agencies; participates in major negotiations with contractors, consultants, vendors and other public agencies.
- Coordinates with the Engineering Department to review plans and specifications, provide input into facility design for existing and future District infrastructure.
- Maintain prompt and regular attendance.
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Theories, principles, practices, and techniques involved in the construction, maintenance and operation of a water production and distribution system and treatment system.
- Principles, theories and practices of asset management, computerized maintenance management, fleet management, energy management, corrosion management, information technology, and SCADA system management.
- Theory, principles and practices of environmental research, planning and regulatory compliance.
- Federal, state and local laws, regulations and permitting requirements applicable to water quality and environmental compliance, including the Safe Drinking Water Act, the Clean Water Act and the Federal Stormwater Rule.
- Pertinent federal and state codes and regulations involved in discharge permit and ELAP certification.
- Organization and functions of an elected board of directors.
- The Brown Act and other laws and regulations governing the conduct of public meetings.
- Principles and practices of public administration, including long-range planning, budgeting, purchasing and maintaining public records.
- Research methods and statistical analysis techniques.
- Principles and practices of effective management and supervision.
- Principles and practices of sound business communications.
- District policies, procedures and practices regarding area of assignment, plus applicable state and federal regulations.
- District human resources policies and labor contract provisions.
- Safety policies and safe work practices applicable to the work.

Ability to:

- Plan and direct a division of management, professional, technical, and administrative staff in the construction, operation and maintenance of a water agency.
- Direct the development and/or analysis of operational and maintenance processes, procedures, plans, contracts and regulatory filings.
- Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- Work collaboratively with other executives and managers and provide expert advice and counsel to develop solutions to complex issues.
- Analyze and make sound recommendations on complex construction, operation and maintenance issues.
- Develop and implement appropriate procedures and controls.
- Communicate effectively, both orally and in writing, including the preparation of clear, concise and comprehensive correspondence, reports, proposals, studies and other written materials.
- Understand, interpret, explain and apply applicable laws, codes and ordinances.
- Represent the District effectively in dealings and negotiations with and presentations to board members, elected and appointed governmental officials, consultants, contractors, vendors, employees and the public.
- Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
- Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
- Establish and maintain effective working relationships with all those encountered in the course of work.

Minimum Qualifications:

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Education: Bachelor's degree from an accredited college or university with a major in business or public administration, life sciences, engineering or a closely related field is required.

AND

Experience: Ten (10) years of progressively responsible experience managing the operations or maintenance functions in a water agency, at least five (5) of which were at a manager or supervisory level. Experience in a public agency is preferred.

Licenses, Certificates, Special Requirements:

Possession of a valid Class C California driver's license, acceptable driving record, and proof of auto insurance in compliance with the District's Vehicle Insurance Policy standards.

California State Water Resources Control Board Water Distribution System Operator Grade 5 certification is required.

California State Water Resources Control Board Water Treatment Operator Grade 5 Certificate is required.

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.

While performing the duties of this class, the employee is constantly required to sit and occasionally to stand and walk. Finger dexterity and light grasping is required to handle, feel, or operate computer hardware and standard office equipment; and reach with hands and arms above and below shoulder level. The employee occasionally bends, stoops, lifts, and carries records and documents, typically weighing less than 25 pounds. Sensory demands include the ability to see within the normal range, talk, and hear, and use electronic touch keypads.

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; observes and interprets people and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions and multiple concurrent tasks; responds to life-threatening, emergency situations; and interacts with others encountered in the course of work.

The employee works in an office environment where the noise level is usually quiet. The employee occasionally works in outdoor weather conditions. The employee is exposed to fumes or airborne particles, toxic or caustic chemicals and biological hazards. The employee is occasionally exposed to loud or prolonged noise and equipment with heavy vibrations. The employee may be at risk of electrical shock.

Work requires responding to emergency calls.