



CLASSIFICATION SPECIFICATION

OPERATIONS MANAGER

Department: Field Operations
Range: 64

FLSA Status: Exempt
Effective Date: May 16, 2016

General Purpose

Under policy direction, plans, organizes, directs and implements comprehensive strategies and programs for the operation of a large potable water production, treatment and distribution system; evaluates water filtration treatment and groundwater wellhead treatment systems to optimize treatment processes and reduce operating costs; develops operating plans and programs, plans, organizes and directs the activities and staff of the District's Maintenance, Production, Water Quality and Treatment Departments; and performs related duties as assigned.

Distinguishing Characteristics

This single position class is responsible for managing and integrating a wide variety of functions, programs and staff engaged in the operation and maintenance of the District's water production, treatment and distribution systems and facilities. The incumbent exercises significant authority and independence in implementing a broad range of services and programs in coordination with other District managers.

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 the Maintenance, Production, Water Quality and Treatment Departments; develops, implements and monitors long-term plans, goals and objectives focused on achieving the department's mission and assigned priorities; participates in the development of and monitors performance against the department's annual budget; manages and directs the development, implementation and evaluation of plans, policies, systems and procedures to achieve annual goals, objectives and work standards.
- Plans and evaluates staff performance; establishes performance requirements and personal development targets; 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, and policies.

- 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 objectives.
- Develops, implements and administers comprehensive programs, policies, guidelines and procedures related to the District's water production, treatment and distribution systems and facilities; plans and directs the activities of staff assigned to operation and maintenance of the District's water production, treatment and distribution systems and facilities.
- Monitors developments in areas of responsibility; analyzes proposed state and federal law, regulations and court decisions for their impact on District practices and operations; recommends and implements policy and procedure changes consistent with requirements; directs or conducts research and analysis of the District's needs and requirements in assigned areas of responsibility, recommends appropriate actions and implements programs.
- Participates in the District's short- and long-range planning and annual budgeting process for production, treatment and distribution needs and requirements; reviews engineering design plans for the production and distribution system and facilities to ensure conformance with District standards and policies.
- Works cooperatively with District Engineering staff and design consultants to provide optimal water treatment facilities in order to achieve a core District mission.
- Represents the District with other agencies, organizations and individuals.
- 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 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 department.
- 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;
- The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs.

Desired Minimum Qualifications

Knowledge of:

Principles, practices and techniques involved in the operation and maintenance of a large, complex water production, and distribution system including water filtration and groundwater wellhead treatment systems, 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 budgeting, purchasing and maintenance of public records; research methods and analysis techniques; principles and practices of effective management and supervision; District personnel policies, principles and practices of sound business communications, organization and functions of a public board.

Ability to:

Analyze and make sound recommendations on complex management and administrative issues; plan and direct a large, complex water production and distribution system; understand, interpret, explain and apply District policy and procedures governing assigned areas of responsibility; present proposals and recommendations clearly and logically in public meetings; develop and implement appropriate procedures and controls; analyze and make sound recommendations on complex management and administrative issues; prepare clear, concise and comprehensive correspondence, reports, studies and other written materials; exercise sound, expert independent judgment within general policy guidelines; establish and maintain effective working relationships with all levels of District management, other governmental officials, contractors, developers, employees and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

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.

Ability to:

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 departments; ensure department goals and objectives are aligned with other departments 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 an accredited college or university with a bachelor's degree in civil or mechanical engineering, chemistry, microbiology, public or business administration, or a closely related field; and at least ten years of progressively responsible experience in the operation and maintenance of a large, complex water production and distribution system, at least five of which were in a management capacity; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements

State of California Water Grade IV Distribution Operator Certificate; a State of California Grade IV Water Treatment Operator Certificate, with ability to apply for and obtain a Grade V Water Treatment Operator Certificate within 24 months of hire; and/or Registration as a Professional Civil Engineer in the State of California is highly desired.

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 sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District management, other governmental officials, contractors, vendors, employees 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 works under typical office conditions, and the noise level is usually quiet.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.