



## HERITAGE RANCH COMMUNITY SERVICES DISTRICT

### OPERATIONS MANAGER

#### **DEFINITION**

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing technical and specialized support related to all programs and activities of the Operations Department, including wastewater and water treatment facilities, wastewater collection systems, water distribution systems, and laboratory services; works alone or with the General Manager and consulting engineers in the management of capital improvement and maintenance projects; manages the effective use of the District's resources to improve organizational productivity and customer service; provides highly complex and responsible support to the General Manager in areas of expertise; acts as the General Manager in his/her absence; and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Manager. Exercises direct and general supervision over maintenance and operations staff.

#### **CLASS CHARACTERISTICS**

This is a mid-management classification that manages the District's maintenance and operations activities, including wastewater and water treatment facilities, wastewater collection systems, water distribution systems, and laboratory services. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the General Manager in a variety of areas. Successful performance of the work requires an extensive background as well as skill in coordinating departmental work. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department.

#### **EXAMPLES OF TYPICAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Plans, manages, oversees, and participates in the daily functions, operations, and activities of the Operations Department, including wastewater and water treatment facilities, wastewater collection systems, and water distribution systems maintenance and operations, and laboratory services.
- Manages and participates in the development and implementation of goals, objectives, policies and priorities for the department; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of and oversees department budgets.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned programs; continuously monitors service delivery methods and procedures; assesses and

monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the General Manager.

- Manages and coordinates the work plan for the Operations Department; meets with staff to identify and resolve problems; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Serves as Chief Plant Operator for water and wastewater treatment plants; operates water and wastewater facilities and related District equipment; may share in on-call rotation with operators.
- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Manages capital improvement and maintenance projects, occasionally working with consulting engineers, through all phases including planning, design, construction, and close-out.
- Participates in the development of consultant requests for proposal for professional and/or construction services; ensures contractor compliance with District standards and specifications and contract timeline and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes.
- Recommends and administers policies and procedures related to process guidelines, design standards, and plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating operations and maintenance projects and services.
- Represents the District to regulatory agencies; reviews, approves, and submits compliance reports; and ensures compliance with federal and state mandated regulations and standards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water and wastewater operations and maintenance; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and project management.
- Principles and practices of budget development and administration and contract administration.
- Principles and practices of employee supervision including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the Operations Department.
- Principles, practices, materials, and tools used in the operation, maintenance, and repair of water and wastewater systems, facilities, and appurtenances.
- Engineering principles and practices related to water and wastewater systems.

- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to the Operations Department.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Effectively represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade supplemented by coursework in construction management, engineering, or a related field and five (5) years of increasingly responsible experience in construction, maintenance, and repair and operation of water and/or wastewater systems, facilities, and appurtenances including two (2) years of supervisory or lead experience.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of a Grade II Water Treatment Operator Certificate (T2) issued by the California State Water Resources Control Board (SWRCB) Drinking Water Department; and the ability to obtain a Grade III Water Treatment Operator Certificate (T3) within one (1) year of employment.
- Possession of a Grade II Water Distribution Operator Certificate (D2) issued by the California SWRCB Drinking Water Department.
- Possession of, or ability to obtain, a Grade I Wastewater Treatment Plant Operator Certificate issued by the California SWRCB within two (2) years of employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in an office setting and use standard office equipment, including a computer, and in the field and standard wastewater and water treatment plant and related facilities; strength, stamina, and mobility to perform light to medium physical work, to work in confined spaces, around machines and to climb and descend ladders, and to operate varied hand and power tools and equipment; to operate a motor vehicle and to visit various District and meeting sites; 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 areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 75 pounds and heavier weights with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

The employee partially works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. The employee works in the field and is exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. The employee interfaces with staff, management, and the public in providing customer service, explaining District policies and procedures, and requesting and providing information.

EFFECTIVE: July 1, 2019  
DEPARTMENT: Operations  
FLSA: Exempt