

	Job Classification:	Director of Operations
	Representation:	Management and Confidential Unit
	Wage Schedule Range:	30
	FLSA:	Exempt
	Effective Date:	October 1, 2015
	Revision Date:	March 2018

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general supervision this single position class shall plan, organize, direct and provide oversight for all day-to-day District operation functions and activities. Plan, manage, and coordinate the installation, construction, inspection, operations, maintenance and repair of water and wastewater facilities including treatment plants, collection and distribution systems; capital improvement planning, budgeting, cost control, and the reliable operation of all facilities and equipment. Ensure that all District operations functions meet applicable laws, regulations and District policies; provide expert, professional and technical assistance to District staff; provide highly responsible and complex administrative support to the General Manager. The position will be required to exercise good judgment to make quick and appropriate job decisions while applying various District ordinances, policies, and procedures; and be willing to establish and maintain professional and cooperative working relationships with co-workers and the public.

Supervision Received and Exercised

General direction is received from the General Manager. Direct and general supervision is provided to Operations staff through subordinate management, supervisory, senior, technical, and support classes.

Essential Duties - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Plan, organize, and oversee the efficient daily operation, maintenance, and repair of water and wastewater treatment plants; distribution and collection systems; associated storage facilities and equipment necessary for plants and systems.

- Develop and direct the implementation of operational goals, objectives, policies, procedures, and work standards for the department within District guidelines and in accordance with regulatory, state, and/or federal guidelines and regulations.
- Develop, implement, and manage regulatory operation programs, including water quality program, backflow program, flushing program, residuals/biosolids management program, waste discharge program requirements, hazard mitigation plan, sanitary sewer management plan, etc.
- Identify capital improvement projects to improve efficiency, cost savings, and customer satisfaction and assist the Engineering Department in its planning design, permitting, construction, and commissioning of projects.
- Create, implement, and administer a preventative maintenance program for District infrastructure and leveraging asset management principles and tools to make risk based asset lifecycle decisions.
- Responsible for the implementation and maintenance, of an asset management system.
- Review, monitor and evaluate work flow, work products, methods and procedures of the operations and maintenance department.
- Ensure compliance with applicable local, State and Federal laws, regulations, and permits including completion and submittal of required regulatory reports.
- Monitor and implement legislation, policies, and laws affecting the operation of the District's water supply, treatment, storage, distribution and equipment repair.
- Develop, administer, and control Operations Department budget; capital improvement project budget and special project cost estimates along with Engineering; direct the forecast of additional funds needed for staffing equipment, materials, and supplies.
- Select, train, and motivate personnel including the coordination of staff training, evaluation of staff, and implementation of discipline procedures to maintain high standards necessary for the efficient and professional operation of the department.
- Meet with operations personnel to review and discuss current and future operation and maintenance projects.
- Develop, assess, and plan for the long-term replacement needs of operations infrastructure and equipment.
- Establish, implement, interpret, and enforce rules and procedures for operation, maintenance, and safety in a fair and consistent manner.
- Exercise sound judgement during routine and emergency conditions, allocating District resources to maintain optimum levels of service to customers.
- Coordinate the activities and communication of the Operations Department with other District departments, outside agencies and the public.
- Work with the public, developers, utilities, and others to resolve complaints, explain requirements, and coordinate operations and maintenance activities.
- Represent the District to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

- Prepare or the direct the preparation of periodic and special reports for the District, regulatory agencies, board meetings, etc. in a timely and professional manner.
- Attend after-hours meetings and respond to call-outs and emergencies.
- Work safely and cooperatively with others, and develop staff to do the same.
- Prepare necessary correspondence, written reports, and agenda item memos.
- Create and present oral reports to staff, the public, and the District Board meetings and committee meetings.
- Establish and maintain a professional, effective and cooperative working relationship with coworkers, intergovernmental and regulatory agencies, the public, and various public and private groups through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned.

Qualifications - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

Knowledge of:

- Principles, practices/procedures, methods, and materials used in the operation, maintenance and improvement of water treatment and distribution systems; wastewater and collection system treatment and disposal; construction, electrical, controls/communication, vehicle/equipment maintenance, and related facilities.
- Principles and techniques of capital improvement design, construction, inspections, funding and long-term maintenance.
- Pertinent local, State and Federal laws, codes, rules, and regulations; including District policies and procedures.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Techniques for effectively representing the District and presenting concepts, costs, and activities of the department to technical or public groups.
- Principles and practices of budget preparation, administration, and accountability.
- Principles and practices of project management.
- Principles of personnel management including supervision, work planning, training, employee development and annual performance evaluations.
- Principles of labor relations.
- Safe work methods and safety precautions as related to the job.
- Principles and practices of effective customer service.
- Microsoft Office Suite programs for word processing and spreadsheets.
- Standard business practices such as letter writing, report writing and preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Exercise good professional judgment at all times, including in extreme or emergency situations; adjust priorities quickly as circumstances dictate.
- Take initiative to tackle complex technical issues and identify potentially more effective methods of work operation.
- Plan, organize, direct, coordinate, evaluate and control the day-to-day staffing and operational activities of the District's water and wastewater facilities..
- Supervise, train, develop, motivate and evaluate staff with fairness and equality.
- On a continuous basis, analyze budget and technical reports, interpret and evaluate staff reports, know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules, and explain and interpret policy.
- Provide technical advice and recommendations on construction, maintenance and operation activities.
- Read and interpret plans, specifications and diagrams used in the design and construction of treatment, distribution, and collections systems.
- Address difficult situations/issues by building consensus and developing appropriate resolutions.
- Represent the department and the District in meetings with governmental agencies, community groups, and various businesses, professional, educational, regulatory and legislative organizations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply simple and complex District, State and Federal policies, procedures, rules and regulations and make recommendations to comply with the same.
- Develop and implement department policies, procedures, goals and objectives.
- Maintain a high level of confidentiality with discretionary knowledge.
- Initiate, maintain, and enforce effective safety practices that relate to the nature of the work.
- Understand and follow technical instructions and specifications in the operation of water and wastewater systems.
- Prepare clear, accurate, complete, and concise reports, correspondence, procedures or other written material for internal District use, regulatory agencies, the public, etc.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Plan, develop, and administer department budget; estimate time and costs of projects; perform cost control measures; and prepare budget/cost related reports.
- Routinely manage, coordinate and provide on-call coverage on a 24-hour basis to respond to District emergencies.
- Work effectively under time deadlines and within limited financial and staffing resources.

- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, and fax machine.
- Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, presentations, email, Internet and on occasion an integrated accounting software package.
- Communicate clearly and concisely both orally and in writing with District staff, Board of Directors, co-workers, consultants and the public in one-to-one and group settings; read, understand, follow, and give written or verbal instructions.
- Be adaptable to performing under varying levels of stress including frequent workload changes and competing demands.
- Recognize and resolve conflict situations in the work place, including planning for them, solving them when they occur, and communicating outcomes reached; and utilize human resources management with complex personnel matters.
- Provide leadership and management of the department through coaching and facilitating employees working in a collaborative team environment.

Education and Experience – *Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:*

- Graduation from an accredited four-year college or university with major coursework in business, public administration, engineering or a related field is desirable.
- Education or training in public administration, or other training required to receive the certificates issued by the State of California as outlined under Licenses and Certifications.
 - Eight (8) years of increasingly responsible experience in operations of water treatment, distribution, wastewater treatment, and collection systems and facilities, including at least four (4) years of management experience of a water treatment, distribution, wastewater treatment, and collections department for a public agency.

Licenses and Certifications

- Valid California Driver’s License issued by the California Department of Motor Vehicles with a satisfactory driving record.
- Possession of a valid Grade 3 Water Distribution Certification issued by the State Water Resources Control Board. *Higher grade certification is highly desirable.*
- Possession of a valid Grade 3 Water Treatment Certification issued by the State Water Resources Control Board. *Higher grade certification is highly desirable.*

- Possession of a valid Grade 4 Wastewater Treatment Plant Operator issued by the State Water Resources Control Board. *Higher grade certification is highly desirable.*
- Collections Certification issued by the California Water Environment Association is highly desirable.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While out in the field the duties of this job require mobility to move easily in and around various water and wastewater treatment plants, pump/lift stations, water distribution sites and unimproved property throughout the County.

Work Environment

Work is generally carried out in a typical office setting with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Regular field visits requiring the operation of a motor vehicle and occasionally traversing uneven terrain and inclement weather may be required where the employee may be exposed to weather extremes of heat and cold, allergens, high level of noise, fumes or airborne particles, and toxic or caustic chemicals.

Additional Requirements

- 18 years of age.
- Eligible to work in the United States.