



July 2015
FLSA: EXEMPT

WATER AND WASTEWATER COLLECTION UTILITY MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, budgetary and office support related to all programs and activities of the Water and Wastewater Collections Utility Division; conducts and administers current and long-range planning activities; manages the effective use of the appropriate City's public works resources to improve organizational productivity and customer service; provides complex and responsible support to the Assistant Public Works Director and Public Works Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Public Works Director and/or Public Works Director. Exercises direct and general supervision over water and wastewater collections utility operations and maintenance staff. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is a mid-management classification that manages a division of the City's public works maintenance and operations activities, including water and wastewater collections distribution pipes, wells, lift stations and related appurtenances maintenance operations. 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 divisional-level support to the Assistant Public Works Director and Public Works Director in a variety of areas. Successful performance of the work requires an extensive background as well as skill in coordinating departmental work. This class is distinguished from the Assistant Public Works Director and Public Works Director in that the latter have overall responsibility for all functions of the Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the Division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, manages, and oversees the daily functions, operations, and activities of the Water and Wastewater Collections Utility Divisions.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned programs; continuously monitors, evaluates and reports upon the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload,

- administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends changes to the Director.
- Manages and coordinates the work plan for the assigned Division; 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; and generates performance reports for the division.
 - 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.
 - Prioritizes and allocates available resources; reviews and evaluates service delivery, makes recommendations for improvement, and ensures maximum effective service provision.
 - Develops and reviews staff and regulatory reports related to water distribution and treatment and wastewater collection system maintenance and operations activities and services; assists with reports presented to the City Council, Board of Public Utilities, other commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
 - Manages and participates in the development and administration of the Division budget; oversees the budget for the Division.
 - Provides complex staff assistance to the Assistant Public Works Director and Public Works Director; prepares and presents staff reports and other necessary correspondence.
 - Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
 - Implements adopted water distribution and treatment and wastewater collection system maintenance and operations plans, policies, and standards.
 - Inspects and approves new construction and new development for proper water distribution and wastewater collection system service and location.
 - Coordinates assigned services and activities with those of other divisions and outside agencies and organizations.
 - Coordinates and monitors the backflow and cross connection programs, including overseeing backflow testing and conducting backflow and cross connection surveys.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the fields of water distribution and treatment and wastewater collection system; researches emerging products and enhancements and their applicability to City 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.
 - Responds to operations, maintenance, and repair emergency situations as required.
 - Coordinates projects and daily operations of the wastewater treatment plant with other management staff.
 - May act as the Assistant Public Works Director in his/her absence.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

- Applicable Federal, State, and local laws, codes, and regulations concerning the operation of the Water and Wastewater Collections Utility Division.
- Principles and practices of contract administration and evaluation.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned Division.
- 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 of a major Water and wastewater collection system Utility Division.
- Safety principles and practices.
- Record keeping principles and procedures.
- Effective written and verbal communication styles.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Preventative maintenance procedures and industrial treatment plant management systems.
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Read and understand internal City financial and budget reports.
- Effectively participate in divisional projects and departmental budget formulation and presentation.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, 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 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, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City 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.
- 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.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- 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 and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience which 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 (12th) grade and five (5) years of responsible experience in the water distribution or water quality field, including two (2) years of supervisory or lead experience. Though not required, having a working knowledge of the principles and tools employed in continuous process improvement techniques is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid Class C California driver's license.
- Possession of a Grade III Water Distribution Operator Certificate issued by the State of California Department of Health Services (DHS).
- Possession of, a Grade II Water Treatment Operator Certificate issued by the State of California Department of Health Services (DHS).
- Possession of, or ability to obtain within twelve months of hire, a valid Backflow Prevention Assembly Tester certificate issued by the American Water Works Association.
- Possession of, or ability to obtain within eighteen months of hire, a Grade IV Water Distribution Operator Certificate issued by the State of California Department of Health Services (DHS).

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, as well as to work in the field; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is partially a sedentary office, partially a field classification, and standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in the field and may be exposed to hot and cold temperatures, inclement weather conditions, loud noise levels, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.