

DIRECTOR OF OPERATIONS

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general administrative direction directs, manages, supervises, and coordinates the activities and operations of the Water Distribution and Wastewater Collection, Production, Telemetry, Facilities Maintenance, Vehicle Maintenance and Water Treatment Divisions; provides highly responsible and complex assistance to the General Manager/CEO.

DISTINGUISHING CHARACTERISTICS

This single position class is responsible for managing and integrating a wide variety of functions, programs and staff engaged in the maintenance of the District's water distribution and waste systems, water treatment plants, and production facilities. The work of the department is accomplished through the following subordinate managers: Construction and Maintenance Manager, Water Production Manager and Water Treatment Plant Manager.

SUPERVISION RECEIVED AND EXERCISED

Direction is received from the General Manager/CEO.

Direct supervision is provided to the Construction and Maintenance Manager, Water Production Manager, and Water Treatment Plant Manager.

ESSENTIAL FUNCTION STATEMENTS - *Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Plans, organizes, controls, integrates and evaluates the work of water and wastewater operations with staff; develops, implements and monitors long-term plans, goals and objectives focused on achieving the District's mission; and assign 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.
2. Provides day-to-day leadership and works with staff to ensure high performance to achieve the District's mission, strategic plan, and guiding principles.
3. Develops, implements and administers comprehensive programs, policies, guidelines and procedures related to the District's water production and telemetry, distribution system, wastewater collection system, vehicle maintenance, and facility maintenance.

Director of Operations

Essential Functions (continued):

4. 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.
5. Participates in the District's short- and long-range planning process for production 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.
6. Develops, prepares, and presents reports, providing advice to the General Manager/CEO related to operational issues.
7. Oversees the resolution of escalated customer issues including those from other staff or the Board of Directors; communicates the results of analysis and the decision reached.
8. Oversees the preparation and submission of Department budget; manages the Department's budget after adoption; approves expenses; approves budgetary adjustments as appropriate.
9. Selects, trains, motivates and evaluates assigned personnel; provides and/or coordinates staff training; works with employees to correct deficiencies; implements disciplinary procedures.
10. Represents the District with other agencies, organizations, elected officials, and outside agencies.
11. Attends a variety of Board and Committee meetings; prepares, reviews, and presents staff reports and other necessary correspondence.
12. Performs related duties and responsibilities as required.
13. Regular attendance at the worksite.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Theory, principles, practices and techniques of maintenance as they apply to water distribution and wastewater systems, water treatment plants, production, telemetry, facility maintenance, and vehicle maintenance.

Principles, practices and techniques involved in the construction, maintenance and operation of large, complex potable water distribution systems, water treatment plants, wastewater collection responsibilities and production facilities.

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.

Director of Operations

Knowledge of (continued):

District personnel rules, policies and provisions.
Principles and practices of sound business communications.
Organization and function of a public board.

Ability to:

Analyze and make sound recommendations on complex management and administrative issues; 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, employees and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

REQUIRED QUALIFICATIONS

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Five (5) to seven years (7) of progressively responsible experience in the operation and maintenance of large water distribution systems, wastewater collection systems, water treatment plants, production facilities, telemetry, facility maintenance, and vehicle maintenance including at least three (3) of which were in a management capacity.

Education/Training:

Graduation from an accredited college or university with a bachelor's degree in public or business administration, or a closely related field. Graduate degree in business administration, public administration or management is desirable.

Certification:

Possession of a valid D3 Distribution System Operator certificate issued by the State Water Resources Control Board (SWRCB) is required; however, a D5 certificate is preferred.

Possession of a valid T3 Distribution System Operator certificate issued by the State Water Resources Control Board (SWRCB) is required; however, a T5 certificate is preferred.

Possession of, or ability to obtain within 1 (one) year of appointment a valid Grade I Collection Systems Maintenance certificate issued by the California Water Environmental Association (CWEA).

License:

Possession of a State of California Class C driver's license.

Director of Operations

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Standard office setting; frequent interaction with District staff and the general public.

Physical:

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. Employee is frequently required to walk and stand.

Mental:

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 managers, staff, applicants, other governmental officials and the public.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

Hearing:

Hear in normal audio range with or without correction.

JOB STATUS: Exempt
DATE ADPOTED: June 25, 2019
DATE MODIFIED: July 2021

Safety Sensitive Position