



CLASSIFICATION SPECIFICATION

FIELD OPERATIONS MANAGER

DEFINITION:

Under general administrative direction of the Director of Engineering and Operations, oversees, plans, organizes and directs the functions and programs of Water Production, Wastewater and Maintenance Operations. Directs personnel engaged in the installation, maintenance and repair of water mains, sewer mains, services and related appurtenances to supply residential, commercial and industrial water and sewer, building and ground facilities and fleet maintenance. Plans and evaluates staff performance; established performance requirements and personal development targets; provides leadership and works with supervisors and staff to develop and retain competent staff through selection, compensation, training, and day-to-day management practices that support the District's mission and values. Provides highly responsible and technical assistance to the Director of Engineering and Operations; and performs other duties as assigned.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from the Director of Engineering and Operations. As department head of Operations and Maintenance, exercises direct supervision over the Maintenance Superintendent, Chief Plant Operator, and Water Production Supervisor.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Excellent verbal and written communicator.
- Plans, organizes, coaches, manages, and evaluates the work assigned to supervisors and technical staff; develops, implements and monitors short and long-term plans and goals; develops and monitors performance against annual department budget; develops, implements and manages plans, work processes, policies, systems and procedures to achieve goals, objectives and work standards; serves as Chief Distribution Operator.
- Plans and evaluates staff performance, establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development, recommends merit increases; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with District personnel policies and guidelines.
- Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
- Assists the Engineering Department in the preparation and review of plans and specifications for new development and enhanced opportunities for water and sewer

system improvements. Maintains awareness of water and sewer infrastructure best practices and industry standards.

- Direct, coordinate and review the work plan for assigned maintenance and repair services and activities; assign work activities and projects; monitor work flow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.
- Develop and maintain accurate water, sewer, facilities and fleet maintenance information and records.
- Provides general management and administration of the District's plants and systems; provides input and review for the development and administration of new plant and system construction contracts.
- Oversee maintenance, repair and installation activities of the District's water and sewer system; ensure proper and safe work practices and procedures.
- Directs all activities related to field operations matters including management of staff and oversight of contractors to ensure that results are accomplished efficiently and in accordance with acceptable standards for quality and integrity in compliance with applicable laws, regulations, policies and procedures.
- Identify opportunities or improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
- Organizes, directs and coordinates staff engaged in the operation and maintenance of district facilities; inspects work in the field; provides guidance and supervision to maintenance field crews; serves as a technical resource regarding water and sewer systems; directs staff in emergency situations.
- Provide staff assistance to the Director of Engineering and Operations; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.
- Coordinate assigned maintenance activities with those of other divisions and outside agencies and organizations.
- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of water and sewer system maintenance.
- Assumes responsibility for safety training for all staff, enforces safety regulations and accident reporting requirements and implements hazardous materials control procedures.
- Oversees the operations budget and participates in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend adjustments as necessary.
- Works weekends, evenings and holidays as required accommodating the District's needs, in addition to responding as a Disaster Emergency Service Worker.

- Assume management responsibility for all Fleet & Facilities Maintenance Division services and activities; Manage and participate in the development and implementation of goals, objectives, policies, and priorities for the Fleet & Facilities Divisions.
- Perform related duties and responsibilities as required.
- Regular attendance at the work site.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Combination of office and field environment, travel from site to site. Frequent interaction with District staff and general public.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight (up to 50 lbs.); hearing and vision within normal ranges.
- Operate office equipment including computer keyboard; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms.
- Work in an environment with exposure to dust, dirt, hazardous materials, and significant temperature changes between cold and heat.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- While performing duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers who are often upset and dissatisfied, and the public.
- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public and others encountered in the course of work.

QUALIFICATIONS: *The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be graduation from college with a Bachelor's degree in Public Administration, Business Administration or a closely related field, and a minimum of seven (7) years of extensive experience in a water distribution and/or sewer system maintenance, including at least three (3) years of supervisory and administrative capacity. Additional qualifying training and experience may be substituted for the educational requirement on a year for year basis when supplemented by the completion of college level courses in engineering, construction technology, water, wastewater, business or public administration and project management.

License/Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record.

Possession of a valid D5 Water Distribution System Operator Certificate issued by the State Water Resources Control Board (SWRCB), or the ability to obtain a Grade D5 within five (5) years.

Possession of a valid T2 Water Treatment Operator Certificate issued by the California State Water Resources Control Board.

Possession of, or ability to obtain within 1 year of appointment a valid Grade 2 Collection Systems Maintenance Certificate; issued by the California Water Environmental Association.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSAs necessary to perform essential duties of the position.)*

Knowledge of:

- Principles of leadership, motivation, training, management and supervision.
- Principles and practices of budget development and administration.
- Laws, regulations, and ordinances applicable to water distribution systems and safe work practices related to water production and maintenance work.
- Principles and practices of public administration as they pertain to water utility and sewer system maintenance.
- Modern methods and techniques used in the design and construction of a wide variety of water and sewer projects; strength, properties and uses of construction materials.
- Effective oral and written communication skills.
- Mathematical principles as applied to water and sewer system operations and design.
- Property description and location methods and terminology.
- Cost estimating and contract administration.
- Methods and techniques of water and sewer system operation, maintenance, installation and repair.
- Advanced operations and uses of standard spreadsheet, database, word processing and presentation software.
- Safety procedures and regulations, safe work practices and safety equipment related to

the work.

Ability to:

- Provide professional leadership, supervision and support to managing water distribution and sewer system maintenance programs.
- Assists in developing short-term and long-term district maintenance, operations and production related goals and objectives.
- Provide professional leadership, supervision and support to managing fleet and facilities maintenance programs.
- Develop and implement water and sewer programs. Including goals, objectives, policies and procedures.
- Oversee selection, and training of new employees.
- Develop and administer goals, objectives and procedures.
- Administer an assigned department/division budget.
- Keep detailed and accurate records.
- Maintain confidentiality.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.
- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.
- Interpret and explain District policies and procedures.
- Analyze financial data or other related data and draw logical conclusions for making recommendations.
- Analyze and assess programs, policies and operational needs and make adjustments as needed.
- Perform research and prepare clear, concise reports.
- Work effectively with a small group or individually.
- Provide excellent customer service and resolve public concerns and complaints.
- Skillfully and safely operate a motor vehicle when required in the course of performing work duties.
- Establish and maintain excellent working relationships with community organizations, District staff and Board, contractors, and the general public.
- Operate a computer and related software at an advanced level.

STATUS: Exempt

Revised: August 31, 2017