



DIRECTOR OF OPERATIONS

DEFINITION

Under administrative direction, plans, organizes, manages, and provides administrative direction and oversight for all functions, programs, and operations of the District's Operations Divisions including Water Operations, Wastewater Operations, and Facilities and Fleet Maintenance; implements and manages long-term plans, goals, and objectives to accomplish the District's mission; formulates departmental policies, goals, and directives; coordinates assigned activities with other District departments, officials, outside agencies, and the public; fosters cooperative working relationships among District departments and with intergovernmental and regulatory agencies, and various public and private groups; provides highly responsible and complex professional assistance to the Assistant General Manager in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Assistant General Manager. Exercises direct supervision over supervisory and technical support staff through subordinate levels of supervision.

CLASS CHARACTERISTICS

This is a department director classification that oversees, directs, and participates in all activities of the District's Operations Divisions, including short- and long-term planning as well as development and administration of departmental policies, procedures, and services. This class provides assistance to the Assistant General Manager in a variety of administrative, coordinative, analytical, and liaison capacities. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of the Board of Directors, and the ability to develop, oversee, and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and outside agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives, and for furthering District goals and objectives within general policy guidelines.

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 where appropriate so qualified employees can perform the essential functions of the job.

- Assumes full management responsibility for all District Operations Divisions' functions, programs, and operations, including Water Operations (Construction and Maintenance and Water Production), Wastewater Operations (Wastewater Treatment Plant Operators and Collections), and Facilities and Fleet Maintenance.
- Develops, directs, and coordinates the implementation of goals, objectives, policies, procedures, and work standards for all Operations Divisions and the District; establishes, within District policy, appropriate budget, service, and staffing levels; develops, interprets, and implements goals, policies, rules, and regulations set by the Board of Directors and other District officials; provides executive analysis of District policies and practices; ensures compliance with District policy.
- Manages and participates in the development and administration of Operations Division budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs

the monitoring of and approves expenditures; directs and implements budgetary adjustments as necessary; prepares long-term plans of capital improvements including financing plans.

- Selects, trains, motivates, and directs District personnel; evaluates and reviews work for acceptability and conformance with District standards, including program and project priorities and performance evaluations; works with employees to correct deficiencies; implements discipline and termination procedures; responds to staff questions and concerns.
- Contributes to the overall quality of the District's service by developing, reviewing, and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems, and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Monitors legal, regulatory, technology, and societal changes and court decisions that may affect the work of the District; determines equipment acquisition, training programs, and procedural changes to ensure retention of qualified staff and the provision of services to the community in an effective, efficient, and economical manner.
- Oversees the development of consultant requests for proposals for professional services and the advertising and bid processes; evaluates proposals and recommends project award; coordinates with legal counsel to determine District needs and requirements for contractual services; negotiates contracts and agreements and administers same after award.
- Plans, directs, and coordinates the work plan of the District's Operations Divisions; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures; meets with key staff to identify and resolve problems.
- Leads improvement teams in areas of asset management, water rights, and water resources master planning; plans and directs research to develop solutions for the District's current and future water issues.
- Provides staff assistance to the Assistant General Manager and assists the Assistant General Manager in carrying out directives of the Board of Directors; ensures timely completion of a variety of projects; develops and implements the District's business plan.
- Represents the department to other District departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies, and procedures as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations related to the ongoing operation of a public utility.
- Participates in and makes presentations to the Board of Directors and a wide variety of committees, boards, and commissions; prepares, reviews, submits, and presents staff reports, various management and information updates, and reports on special projects as assigned by the Assistant General Manager to the Board of Directors.
- Assists in the preparation and administration of Board agendas; keeps the Board of Directors advised of financial conditions, program progress, and present and future needs of assigned divisions; prepares recommendations and advises the Board of Directors on matters requiring legislative action.
- Directs the maintenance of working and official departmental files.

- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Serves as a spokesperson for the Department at a variety of community events, meetings, and other public relations activities.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Principles and practices of strategic plan development.
- Principles and practices of budget administration.
- Principles and practices of contract management.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, and procedures of public administration in a special district setting.
- Functions, authority, responsibilities, and limitations of an elected Board of Directors.
- Advanced concepts, theories, principles, and practices of water and wastewater systems.
- Principles of hydraulics of water distribution systems, storage, and pumping, and wastewater collection and sampling.
- Advanced principles and practices of capital improvement program development and administration.
- Principles and practices of program development and administration.
- Operational characteristics, services, procedures, and activities of a water quality program.
- Day-to-day operations of the District's infrastructure.
- Principles and procedures of record keeping.
- Methods and techniques of developing technical and administrative reports and business correspondence
- Research methods and techniques.
- Federal, state, and local laws, codes, and regulations relevant to assigned areas of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative and professional leadership for the Department.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.

- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Plan, organize, direct, and coordinate the work of management, supervisory, professional, and technical personnel; delegate authority and responsibility.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer special projects with contractual agreements and ensure compliance with contractual obligations.
- Read and interpret maps, plans, sketches, schematics, diagrams, and blueprints.
- Manage engineering projects or studies for capital improvement planning of the water system, wastewater system, recycled water system, and related facilities.
- Develop, review, and modify engineering and construction drawings, plans, and specifications.
- Perform analysis of water demands and balance water sources.
- Ensure adherence to established safety rules, regulations, and guidelines.
- Ensure compliance with regulatory agency testing and reporting for both water and wastewater operations.
- Manage and direct the management of a comprehensive water resources program.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Direct the establishment/maintenance of filing, recordkeeping, and tracking systems.
- Independently organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- 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:

Education:

- Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, civil engineering or a related field.

Experience:

- Ten (10) years of increasingly responsible experience in public administration, project management, and construction inspection related to the water and wastewater field, including five (5) years of management and administrative responsibility.

Licenses and Certifications:

- Possession of a valid California Driver's License, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas 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.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.