



ENGINEERING SUPPORT SERVICES MANAGER

DEFINITION

Under general direction, manages, supervises and coordinates the activities and operations of several work units in the Engineering Support Services department which provides operational, technical and/or administrative support and services; provides support for the division budget preparation and control; and perform related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for direction and management of several work units through first-line supervisors within the Engineering Support Services department. This position is expected to carry out necessary activities with minimal direction, provide highly responsible and complex staff assistance, and is characterized by one or more of the following factors: specialized educational requirements, extensive supervision, acquired technical knowledge, and responsibility for independent action within broad guidelines. The Engineering Support Services Manager is distinguished from the Engineer classification in that the latter must possess registration as a professional engineer.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Engineering. Exercises direct supervision over professional, technical and/or clerical staff assigned to the Engineering Support Services department.

EXAMPLES OF DUTIES

- Manages and plans the development and implementation of goals, objectives, policies and priorities for assigned programs and work units such as engineering records, Geographic Information (GIS) mapping, underground facility location and marking, real property services, new business including subdivision design and new services.
- Monitors and evaluates the efficiency and effectiveness of unit service delivery methods and procedures; provides technical oversight and coordination of work through project coordination meetings and other means, monitor progress against project schedules; recommends allocation of resources as required to accomplish goals.
- Plans, directs, coordinates and reviews the work for assigned staff; selects, motivates and evaluates unit personnel; provides or coordinates staff training; works with supervisors and employees to correct deficiencies; implements corrective action and/or disciplinary procedures.
- Prepares and administers for the division's annual operating budget, implements

adjustments; prepares cost estimates and correspondence regarding various water facilities.

- Plans, schedules and implements systematic update of District records; reviews and oversees the maintenance of files, maps, drawings, prints and other related documentation.
- Develops and prepares various policies, procedures and ordinances relating to providing water services and facilities.
- Conduct a variety of organizational and operational studies and investigations; recommends modification to unit programs, policies and procedures as appropriate.
- Prepares and administers special agreement relating to water service; prepares various policies and procedures relating to providing water services and facilities.
- Administers pipeline extension policies and oversees preparation of Pipeline Extension Agreements.
- Serves as liaison and coordinates work for the assigned units with other divisions, departments, and outside agencies; negotiates, and resolves sensitive and contentious issues.
- Participates in, and provides direction to those engaged in the functions of, negotiations for the acquisition or sale of District property and easements, preparation of property related documents, correspondence with property owners regarding District property and easement rights, and maintenance of property and easement records.
- Serve as staff on a variety of boards, commissions, and committees; prepares and presents staff reports, other information reports regarding District facilities and other necessary correspondence concerning variances to District code and other issues.
- Meets with local governing agencies, developers, vendors, contractors and the general public; supplies information to public in person, by telephone and correspondence regarding District policies for water availability, services and facilities, etc.
- Works with cities, counties and fire jurisdictions regarding fire protection.
- Ensures compliance with safety policies and safe working conditions are maintained.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles, practices and procedures of project management including planning, scheduling, budgeting and control;
- Project management methods and techniques, records management (including computer data storage), real property administration;
- Principles and practices of budget preparation and analysis, engineering economics including cost/benefit analysis;
- Federal, state and local codes, laws and regulations related to permitting, design, cost estimating construction and contract administration;
- Principles, methods and techniques of effective leadership;
- Principles and practices of employee relations and related labor laws for personnel management;
- Principles of supervision, training and performance evaluation;
- Drafting principles and procedures, technical aspects of CADD, and Geographic Information Systems (GIS) to the degree necessary to effectively manage the work unit;
- Methods and techniques of drafting related to the production of engineering drawing, Geographic Information Systems (GIS) maps, and graphic displays;

- District operations and facilities, policies, procedures, and regulations;
- Principles, techniques, and instruments used in surveying and drafting work, pipe location methods and other field-related subjects;
- Laws, regulations and procedures pertaining to the acquisition, disposal, and leasing of public lands and the acquisition and termination of easements and access rights;
- Algebra, geometry and trigonometry as applicable to engineering problems depending on area of assignment;
- Computer programs/technical applications applicable to work.

Ability to:

- Oversee, direct and coordinate the work of unit staff or staff assigned on a project basis.
- Oversee the preparation of final maps, drawings, GIS layers, diagrams, displays, slide presentations, and other visual materials;
- Read and interpret maps, charts and graphs;
- Analyze complex data, draw sound conclusions and develop effective solutions;
- Select, supervise, train and evaluate staff;
- Effectively administer budget, personnel and administrative issues in the department;
- Prepare engineering plans and construction estimates;
- Prepare clear and concise administrative and financial reports, special agreements, and correspondence;
- Interpret and apply District policies, regulations and procedures; federal, state, and local policies, laws and regulations;
- Communicate clearly and concisely, both orally and in writing;
- Establish and maintain effective working relationships with those contacted in the course of work
- Ability to travel to off work site locations and or to attend meetings.

Training and Experience:

Any combination of training and experience equivalent to:

Education: Equivalent to a Bachelors degree from an accredited college or university with major course work in engineering, business or public administration, finance or closely related field.

Experience: Five years of increasingly responsible sub-professional engineering experience in project management, drafting, support services or technically related discipline with at least two years of which must include supervising the work of others in engineering technical and/or administrative support services.

OR

Education: Equivalent to Associates degree from accredited college with major course work in engineering, business or public administration, finance or closely related field

Experience: Seven years increasingly responsible sub-professional engineering experience in project management, drafting, support services or technically related discipline with at least three years of which must include supervising the work of others in engineering technical and/or administrative support services.

OTHER REQUIREMENTS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.
- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

PHYSICAL DEMANDS AND WORK ENVIRONMENT

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages or equipment weighing up to 10 to 25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. Employees who drive on District business to carry out job-related duties must be physically capable of operating the vehicles and equipment safely.

The noise level in the work environment may be quiet to moderate noise. The position may require the ability to work after regular work hours and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: January 1991

Revised: July 2002, October 2008, September 2021