



Operations Director

DEFINITION

Under general policy direction, to plan, organize and direct the activities of the Operations Department (referred to as a Division); to assign and coordinate activities of the division staff; to represent the division and the District in contacts with other agencies and organizations and to perform related duties as required.

DISTINGUISHING CHARACTERISTICS

This senior management class provides administrative oversight and policy direction to the various departments and organizational units of a broad-based division with staff engaged in the operations and maintenance of the District's water collection, treatment, storage, distribution, and recycled water facilities. Such functions are accomplished with a maximum degree of independence within established policies and procedures set forth by the Board of Directors, General Manager and Federal, state and county laws, ordinances and regulations. Responsibilities include coordination with management staff of other District divisions and governmental agencies to manage and accomplish the complex and varied functions of the division. The incumbent is accountable for accomplishing long- and short-range planning and operational goals and objectives and for furthering the District's goals and objectives within general policy guidelines and will provide executive support and professional and technical assistance to the General Manager in planning, directing and reviewing District programs, and operations; manage the activities of the Operations Division; and assume the responsibility of the General Manager, as assigned, in the absence of the General Manager.

The incumbent provides effective leadership to a broad-based team and maintains an environment that fosters positive employee engagement, high productivity, and effective communication.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Plans, develops and implements the goal and objectives of the Operations Division that support the delivery of essential services to the community and support of the District's strategic plan;
- Assists the General Manager and the Board in developing and implementing District goals, objectives, policies, and procedures;
- Plans, directs and reviews the work of a professional and technical staff engaged in water treatment, distribution and maintenance; Stays well-informed of pending and current legislation impacting the water industry; interpret and observes applicable laws and regulations; ensures that the division's functions are in compliance with applicable laws ordinances and regulations; ensures

- compliance with related required reporting to regulatory agencies;
- Ensures the planning, organization, administration, review and evaluation of the work of professional, support and operational staff and various contractors directly and through subordinate levels of management and supervision.
- Under the direction of General Manager, coordinates with personnel to review current and proposed projects, work schedules, and organizational structure;
- Develop and implement division policies and procedures;
- Coordinates Division's input and activities related to the District's capital improvement program;
- Directs and participates in the preparation of the Operations Division and project budgets; monitors costs and prepares reports as required;
- Analyzes and resolves real-time and long-term unusual water and distribution system operational problems;
- Develops and recommends appropriate responses to water system operations emergencies, including assuming the role of incident commander during emergency situations;
- Selects, trains and evaluates the work of principal subordinates;
- Directs and/or prepares technical and administrative reports; presents reports and recommendations to the General Manager and Board of Directors;
- Attends Board meetings; represents the District in interagency, community and professional meetings, making oral and written presentations as required;
- Promotes safety among District employees and instills a strong culture of safety throughout the organization;
- Assumes the responsibility of the General Manager, as assigned, in the absence of the General Manager.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of water utility operations, management and organization, including treatment, distribution and maintenance of water facilities;
- Operations, methods, practices and techniques common to the operations and maintenance of a large complex water treatment, storage, transmission and distribution system;
- Field operations involved in the operation and maintenance of potable and recycled water system facilities;
- Operations of water system control facilities including Supervisory Control and Data Acquisition (SCADA) systems functions and capabilities;
- Principles and practices of public administration, including budget preparation and administration, fiscal administration and control; strong working knowledge of pertinent local, State and Federal laws, rules and regulations including California water rights, EPA and Safe Drinking Water regulations;
- Incident command structures and associated emergency response concepts
- Best practices in employee safety and CalOSHA rules and regulations;
- Effective personnel administration, employee relations and management in a public setting;
- Principles and practices of leadership, motivation, team building and conflict resolution;
- Negotiating techniques; competitive bidding; contract administration;
- Modern office procedures and technology related to the

work. Ability to:

- Lead department managers in coordinating effective and efficient services in a highly regulated public utility environment; plan organize and direct an effective utility operations program;
- Serve as technical advisor to the General Manager, Board of Directors, other Division Managers and other agencies;
- Interpret, explain and apply applicable laws, rules and regulations;
- Develop and implement policies and procedures having District-wide application relating to personnel, training, budget and organization, and coordinate department activities with those of other District departments;
- Analyze and address water system operational emergencies and problems;
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals;
- Supervise, train and evaluate assigned personnel;
- Prepare clear, accurate, concise and complete reports;
- Effectively communicate orally and in writing;
- Establish and maintain cooperative working relationships with other District personnel and representatives of public and private agencies, as well as members of the general public;
- Depending upon job assignment, drive a vehicle;
- Travel to alternative work locations and offsite meetings.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a Bachelor's degree from an accredited institution with a with major emphasis in Life Sciences, business or engineering;
- Ten years of increasingly responsible business/utility or water operations and/or maintenance experience, at least five of which must have included significant experience in managing and administering operations at a management level in a public or private organization, preferably a utility;

OR

- Completion of the twelfth grade or its equivalent; and fifteen years of increasing responsible increasingly responsible business/utility or water operations and/or maintenance experience, at least five of which must have included significant experience in managing and administering operations at a management level in a public or private organization, preferably a water utility.

OTHER REQUIREMENTS

- 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."

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.
- Possession of a valid Water Distribution or Water Treatment Operator's Certificate is highly desirable.

PHYSICAL DEMANDS AND WORKING CONDITIONS

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.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. The position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

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: November 2019
Revised: February 2022
by: Human Resources Manager