



## UTILITIES OPERATIONS MANAGER

**AGENCY/DEPARTMENT:**

Public Works/Community Services Administration /Utilities

Approved By HR Director: *S. Matthews*  
Date Approved: *2/13/07*  
Date of Last Revision: N/A

**Reports to:** Assistant Utilities Director-Operations

**Supervises:** Various

**JOB SUMMARY:** Under general direction, manages and oversees the activities and staff responsible for one or more utilities operations functions such as water production, water treatment, water distribution, recycled water, meter reading, and wastewater collection; coordinates assigned activities with City staff and outside agencies, and performs other related work as necessary.

**DISTINGUISHING CHARACTERISTICS:** This class is characterized by its responsibility for management of one or more functions within utilities operations. It is distinguished from the Utilities Systems Specialist by the latter's responsibility for field supervision over assigned utilities operations function(s).

### EXAMPLES OF ESSENTIAL FUNCTIONS:

#### SPECIFIED FUNCTIONAL ASSIGNMENTS

1. When assigned to water distribution operations, plans, implements, and manages water distribution operations including construction; system maintenance and repairs; and meter reading, installation, repairs and replacement.
2. When assigned to water production operations, plans, implements, and manages water production operations including water production, treatment and storage; water pumping stations; and supervisory control and data acquisition (SCADA).
3. When assigned to wastewater operations, plans, implements, and manages wastewater operations including wastewater collection, wastewater pumping stations, and wastewater system maintenance and repair.

#### GENERAL FUNCTIONS

4. Supervises and directs the activities of staff including employee selection, work assignment, performance evaluation, employee development, disciplinary action, and complaint resolution.
5. Participates in the development of and implements departmental goals, objectives, policies, and priorities within the assigned function(s).
6. Coordinates, and reviews the work activities of the assigned function(s); meets with staff to identify and resolve problems; assigns work projects; monitors work flow; reviews and evaluates work products, methods, and procedures.
7. Participates in the development and administration of the budget.
8. Arranges for and schedules equipment and materials for installation, maintenance, and repair projects; inspects installations and repair work during construction and upon completion of projects.
9. Develops and maintains general and preventative maintenance schedules and related records and reports.
10. Assists in gathering information for equipment, materials, and contracted services; prepares requisitions and reviews purchase orders.

11. Participates in emergency response management; coordinates emergency and special assignments with other City departments.

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| <b>QUALIFICATION GUIDELINES:</b> |
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***ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:***

**EDUCATION:** High school diploma or recognized equivalent supplemented by specialized certification in water operations (see required certifications below).

**EXPERIENCE:** Five years of experience in water service operations including two years of lead or supervisory experience.

**KNOWLEDGE OF:**

- Principles and practices of water and wastewater operations.
- Materials, methods, equipment, and safety practices used in water and wastewater system maintenance, construction, and repair.
- Applicable federal, state, and local laws, codes, and regulations governing water operations and environmental compliance.
- Principles of supervision, training, and performance evaluation.
- Principles of purchasing, budget preparation, and record-keeping.
- Equipment inventory processes and related internal controls.

**ABILITY TO:**

- Select, supervise, train, coordinate and evaluate the work of staff.
- Recommend staffing levels; train employees and communicate departmental productivity, quality, and safety requirements.
- Inspect work for conformance with productivity, quality and safety standards
- Manage and negotiate contracts, procurement and service agreements.
- Analyze problems, identify alternative solutions, and project consequences of proposed actions.
- Identify and plan for water and wastewater system maintenance needs.
- Implement departmental policy and procedure.
- Ensure safety and professional work standards are met.
- Monitor and control budget expenditures.
- Operate a computer using word processing and spreadsheet software.
- Provide administrative and professional leadership and direction.
- Interact and communicate effectively, both orally and in writing.
- Establish, maintain, and foster positive, harmonious and effective working relationships.

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**LICENSES:**

- Valid Class C CA driver license.
- Acceptable driving record at the time of appointment and throughout employment.

**CERTIFICATIONS:**

- When assigned to Water Distribution Operations: Grade 4 certification in Water Distribution.
- When assigned to Water Production Operations: Grade 3 certification in Water Distribution and Grade 3 in Water Treatment.
- When assigned to Wastewater Operations: Grade 4 certification in Wastewater Collection.

**SPECIAL REQUIREMENTS:**

**DESIRABLE:**

- Bachelor's degree from an accredited college or university in public administration or related field.

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**FLSA Exemption Status:** Exempt

**Employee Unit:** Unit 3, Management

**DOT Program Participant:**

**Job Family:** Utilities

**Class Progression:** Utilities Systems Specialist, Water Production Specialist  
Utilities Operations Manager  
Assistant Utilities Director – Operations  
Utilities Director