

DIRECTOR OF OPERATIONS

DEFINITION

Under administrative direction of the General Manager, the Director of Operations performs responsible managerial, administrative and supervisory work in planning and directing the operation and maintenance of water and wastewater systems; provides highly complex staff assistance to the General Manager; and performs other related duties as required.

CLASS CHARACTERISTICS

The incumbent of this single position class plans, organizes and directs the maintenance, operation, modification and improvements of the water treatment and distribution system and the wastewater collection and treatment system. The incumbent serves as key advisor to the General Manager regarding short and long-term system needs. The Director of Operations exercises administrative and technical supervision over all department personnel through division supervisors.

SUPERVISION RECEIVED AND EXERCISED

Supervised by:	General Manager
Exercises supervision over:	Plant and Systems Supervisor Field Services Supervisor Network Specialist

ESSENTIAL DUTIES (*Duties may include, but are not limited to, the following*):

Plans and directs the operation of the water supply, treatment and distribution system, wastewater collection and treatment system, and all District facilities maintenance.

Directs and participates in the development and implementation of program goals, objectives, policies and priorities; formulates departmental rules, procedures and policies and ensures that they are carried out; reviews policies and work of other departments and consultants as they relate to operational facilities.

Manages and directs line supervisory and technical staff; makes recommendations on selection of staff; trains and evaluates staff; reviews and makes recommendations on proposed personnel actions; recommends staffing levels; directs the development and implementation of training programs.

Directs the preparation of a variety of technical reports for use by the District and regulatory agencies; investigates and reviews new technology in the water and wastewater treatment fields.

Makes recommendations regarding the construction needs, improvements, improved control and effective operation of the divisions; oversees the cross-connection program, water quality control program and the operation of the laboratory

Directs the preparation and administration of the department budget and capital improvement program.

Serves as district liaison with federal, state and local regulatory agencies, attends meetings; makes public presentations.

Serves as District's Risk Manager; develops and implements safety programs; plans district emergency preparedness program and serves as incident commander.

May be assigned as designated Chief Operator for Water Distribution System and/or Water Treatment Facility

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- Regulations, monitoring requirements and operational procedures for water and wastewater systems;
- Design and engineering standards for water and wastewater treatment facilities;
- Principles of administration, organization and management; personnel policies and procedures;
- Principles and practices of effective emergency preparedness planning;
- Techniques for budget planning and development;
- Mentoring and coaching skills essential to creating a work environment which supports initiative and independent work while also meeting requirements necessary to accomplish assignments of the division;
- Sound judgment with respect to setting of priorities, evaluating and assigning personnel and accomplishing the District's mission and strategic plan;
- Fiscal management and decision making;
- Safety standards and practices.

ABILITY TO:

- Set goals and obtain results, make oral and written presentations;
- Analyze technical and administrative problems and recommend solutions;
- Review engineering plans and proposals;
- Direct the work of several units;
- Work effectively with employees, the Board, other agencies and the community to meet the goals and objectives of the District.

PHYSICAL AND SENSORY REQUIREMENTS

- Sufficient eyesight to read fine plans and standard text and data;
- Ability to speak and hear at normal conversational levels in person and over the telephone;

- Manual dexterity to write legibly and to use electrical test equipment;
- Ability to lift and carry up to approximately forty (40) pounds on an occasional basis;
- Ability to reach, bend, or crouch to inspect equipment; or to use files and records;
- Ability to occasionally walk on uneven and slippery surfaces;
- Exposure to outdoors including inclement weather and high noise levels;
- Ability to travel to different sites and locations.

TRAINING AND EXPERIENCE GUIDELINES

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: Equivalent to graduation from an accredited college or university with a degree in civil engineering, public administration, business administration, or closely related field.

EXPERIENCE: Four (4) years of managerial experience in the planning, operation and maintenance of water treatment, and distribution facilities.

SUBSTITUTION: Additional qualifying experience may substitute for the education on a year for year basis.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

A valid California class C driver’s license must be maintained at all times.

Possession of and continued maintenance of a State of California, Department of Health Services Water Treatment Certificate Grade T3 and Water Distribution System Certificate Grade D4.

Effective July 1, 2003: Possession and continued maintenance of a Grade I Wastewater Treatment Certificate issues by the California State Water Resources Control Board.