



MAY 2017
FLSA STATUS: NON-EXEMPT

WATER SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, reviews, and participates in the work of staff performing difficult and complex duties in the operation and maintenance of the City's water supply, treatment plant and related appurtenances; assists with short- and long-term project planning; ensures the availability of safe and high quality water to the City; manages the City's Water Efficiency Program; coordinates assigned activities with other City departments and outside agencies; provides complex and responsible support to the Director of Public Works, and others in areas of expertise; and performs related work as required

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Public Works. Exercises supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a management classification that manages the operations, maintenance, and repair of the City's water treatment supply and system, including the treatment plant and related appurtenances. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent participates in short- and long-term capital improvement planning, and development, and the administration of funds for capital improvements and expansions. Successful performance of the work requires an extensive professional background as well as skill in coordinating work with that of other City departments and public agencies. This class is distinguished from Director of Public Works in that the latter has overall responsibility for all City public works engineering, maintenance and operations functions, as well as implementing and interpreting public policy.

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 so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the City's water supply and treatment system, as well as the Water Efficiency program.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development and administration of, and oversees, the division's budget.
- Develops and standardizes procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses

- and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director of Public Works.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
 - Recommends and administers policies and procedures such as treatment procedure guidelines, standards and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.
 - Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award.
 - Manages the work of engineers, consultants, inspectors, and contractors responsible for capital and operational engineering projects, construction management, plant operations, and maintenance improvements.
 - Based on plant licensure requirements, supervises the work of operators and/or serves in a Chief Operator capacity; operates water supplement and treatment systems including chemical feeding equipment; utilizes telemetry system, filtration equipment, pumping stations, pressure zones through pressure reducing valves, pipelines and storage tanks.
 - Schedules water quality monitoring operations; ensure the use of effective and sufficient sampling techniques; submits required paperwork to regulatory agencies.
 - Manages the City's Water Efficiency Program; maintains compliance with the California Urban Water Conservation Council's Best Management Practices; ensures reporting and compliance with regulatory agency drought and conservation related regulations.
 - Serves as a liaison for the assigned division to other City departments, divisions, and outside agencies; attends meetings, as necessary; negotiates and resolves significant and controversial issues.
 - Provides highly complex staff assistance to the Director of Public Works; develops and reviews staff reports related to assigned activities and services.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water supply, treatment and conservation; researches emerging products and enhancements and their applicability to City needs.
 - Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
 - Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area.
- Methods, materials, and techniques used in the construction of water system and treatment infrastructure and facilities.

- Contract management practices in a public agency setting.
- Principles and practices of construction project management.
- Principles, practices, tools, equipment, and supplies required to maintain, operate, and control water treatment and distribution systems, reservoirs, and pump stations.
- Methods and techniques of calibrating equipment and appurtenances used in water treatment plants.
- Computer software related to the work, including the operation of the water telemetry system (SCADA) and related devices/components such as programmable logic controllers.
- Occupational hazards and safety equipment and practices related to the work, including the handling of hazardous chemicals and confined space entry.
- Principles and practices of water conservation including best management practices and regulations.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to water treatment, quality and conservation.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Read and interpret complex design and construction plans and specifications.
- Operate and maintain systems and equipment used in the treatment of clean and safe water.
- Diagnose and resolve system and equipment operational problems.
- Direct accurate sample collection techniques to ensure proper testing of water.
- Observe, interpret and apply information obtained through various systems and instruments to make adjustments to processes or materials.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and software programs relevant to work performed.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- 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

Equivalent to completion of the twelfth (12th) grade supplemented by college-level coursework and/or specialized technical training in water treatment and quality, or a related field and five (5) years of increasingly responsible experience in water supply and treatment program management, including two (2) years of supervisory and/or administrative experience. A two-year college degree is preferred.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by date of appointment.
- Possess and maintain a valid Grade III Water Treatment Operator Certificate issued by the State of California.
- Possess and maintain a valid Grade II Water Distribution Operator Certificate issued by the State of California.

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 to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing 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. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. When working in the plant or field environment, employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

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 frustrated or irritated individuals in interpreting and enforcing department policies and procedures.

When working in the field environment, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes.