

JOB SPECIFICATION

CLASS TITLE

WATER OPERATIONS MANAGER

ADOPTION

RESOLUTION NO.

8127

EFFECTIVE DATE

3/7/22

FLSA DESIGNATION

EXEMPT

GENERAL PURPOSE

Under direction, plans, organizes, integrates and directs the work of the Water division of the Public Works Department; manages a comprehensive construction, maintenance and repair program for the water production and distribution system facilities, equipment and related infrastructure; ensures all operations and maintenance functions are safe and efficient, while complying with applicable permits, laws and regulations; provides expert professional assistance and guidance to management on water quality and water infrastructure issues; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Water Operations Manager is a mid-management position, and is responsible for ensuring that the systems, equipment and facilities needed to treat and distribute potable and recycled water are reliable, efficient and operational. The incumbent assists with the formulation of departmental policies and is responsible for developing goals and objectives, supervising staff, administering the division budget, and directing day-to-day activities. Work is broad in scope and requires seasoned judgment and a high degree of initiative and independence. A key characteristic of the position is working closely with the Director of Public Works to plan and implement a well-thought-out capital improvement program for the Water Division. The incumbent must also be the City's water regulation and compliance expert. Finally, he/she should be committed to providing mentorship to all water division staff and support their development.

This position typically reports to the Director of Public Works, and directs the work of assigned supervisors and staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Water division; with supervisors and staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the annual department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
2. Manages the performance of division staff; interviews and selects new staff; develops a comprehensive program for staff development through training and certification; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to

ESSENTIAL DUTIES AND RESPONSIBILITIES

- recognize performance; hears and makes recommendations on grievances; subject to management concurrence, approves or takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City human resources policies and labor contract agreements.
3. Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and the City's mission, objectives and values regarding teamwork, mutual trust and respect; applies process improvement and quality management principles to assigned areas of responsibility.
 4. Participates in the formulation and implementation of departmental policy, planning and strategic development; leads and directs staff and outside consulting resources in the development and application of new methods and processes to achieve higher efficiency, quality and innovation in department work processes.
 5. Through subordinate supervisors, oversees the maintenance and operations of water production and distribution activities, and water equipment and facilities maintenance; prioritizes work orders; reviews and evaluates daily activities and work assignments with supervisors and provides expertise in resolving operational and maintenance issues; directs response to and recovery of service during emergencies, as well as planned and unplanned operation stoppages; oversees and approves overtime work.
 6. Ensures water distribution operations functions and staffing; ensures treatment processes are maintained within operating parameters, regulatory permits, and that all required logs and reports are completed and maintained in accordance with regulatory requirements; investigates and ensures treatment problems are resolved in accordance with state rules and regulations; monitors completion of sample collection schedules in accordance with strict regulatory requirements.
 7. Participates in development of capital improvement plans and large maintenance projects and confers with engineering consultants and other water agencies on operational needs and effectiveness; oversees the work on large-scale jobs and performs advanced troubleshooting, maintenance and repair activities; inspects new equipment and construction to ensure proper operation and adherence to specifications.
 8. Oversees the use of technology and the SCADA system to check reservoir levels and distribution flow to ensure the proper functioning of water facilities; ensures infrastructure, system security and data integrity controls are in place and operational to insure operational security. Makes recommendations on how technology can be better incorporated into the operation of the water system.
 9. Ensures customer complaints/concerns regarding water quality, water system operation and maintenance activities, and meter operations and billing issues are investigated and addressed; performs escalated investigations and advanced troubleshooting; oversees water conservation education and water-related community outreach programs.
 10. Implements the City's agreement with Metropolitan Water District (MWD) and Upper Los Angeles River Area (ULARA) Water master; assists with negotiations and the preparation of reports, plans, agreements and amendments; ensures projects and programs are communicated effectively and comply with

ESSENTIAL DUTIES AND RESPONSIBILITIES

- agreements, permits and regulations. Regularly participates in manager meetings with MWD, ULARA, and other partnering agencies.
11. Plans and oversees investigative projects and plans related to the current and future water supply; reviews and performs technical analyses of future supply and demand, waterworks design and construction techniques, and changes in codes and regulations; performs technical analyses to ensure compliance with regulations and water quality requirements. Plays a key role in the evaluation of the water system's resilience and reliability.
 12. Ensures strict safety policies and safe work procedures; may assist as a first responder in the event of spills or accidents; ensures safety equipment is in sound working condition and that department employees have participated in safety training and familiar with safety protocols.
 13. Researches, evaluates and integrates new work practices, technology and systems to enhance productivity; performs project management duties; prepares purchase orders, inventory and tracking reports, quality-control reports, personnel-action reports and accident reports as necessary.
 14. Periodically reviews and evaluates required inspection and maintenance programs to ensure compliance with regulatory operation permits, rules and regulations; prepares a variety of mandated monthly, quarterly and annual reports to regulatory agencies including the State Water Resources Control Board and ULARA; develops or oversees the development of the Annual Water Quality Report and the Urban Water Management Plan.
 15. Serves as the department's representative to professionals, industry groups, community groups, customers, regulators and other agencies; participates in negotiations with contractors, consultants, vendors and other municipalities.
 16. Acts in the absence of the Director of Public Works as assigned.

MINIMUM QUALIFICATIONS

KNOWLEDGE OF:

1. Principles, practices and techniques of water production and distribution applicable to the City's water system.
2. Principles, methods and techniques for operating pumps, valves, motors, chemical feed systems and electronic, computerized and manual control systems.
3. Principles, theories and practices of asset management and computerized maintenance management systems.
4. Theory, principles and practices of regulatory compliance.
5. Principles, methods, practices and techniques utilized in chemical and biological analyses.

MINIMUM QUALIFICATIONS

6. Uses of Supervisory Control and Data Acquisition (SCADA) control systems and instrumentation, manual control systems and computer applications related to the work.
7. Local, state and federal laws and regulations regarding the production and transmission of potable water including the Safe Drinking Water Act, Title 22 and relevant Environmental Protection Agency (EPA) regulations.
8. Federal, state and local laws, regulations and permitting requirements applicable to assignment.
9. Principles and practices of public administration, including long-range planning, budgeting, purchasing and maintaining public records.
10. Research methods and statistical analysis techniques.
11. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
12. Principles and practices of effective management and supervision.
13. Principles and practices of sound business communications.
14. City human resources policies and labor contract provisions.
15. Safety policies and safe work practices applicable to the work.

ABILITY TO:

1. Plan and direct the activities of a water division of Public Works.
2. Define issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Direct the development and/or analysis of operational and maintenance processes, procedures, plans, contracts and regulatory filings for the assigned division.
4. Work collaboratively with directors and managers, and provide expert advice and counsel to develop solutions to complex issues.
5. Organize, set priorities and exercise expert independent judgment within areas of responsibility.
6. Develop and implement appropriate procedures and controls.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS

9. Understand, interpret, explain and apply applicable laws, codes and ordinances.
10. Represent the City effectively in dealings with contractors, regulators and other City employees. Present proposals and recommendations clearly, logically and persuasively.
11. Operate a computer and standard business software and a variety of computer software programs and databases related to area of assignment.
12. Use tact and diplomacy in dealing with sensitive and complex issues, situations and concerned people.
13. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION, TRAINING AND EXPERIENCE:

A typical way of obtaining the knowledge, skills and abilities outlined above is:

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Graduation from high school or GED equivalent with additional college-level coursework in chemistry, biology and water treatment technology, and fifteen years of progressively responsible experience in skilled maintenance and operation of a water system, at least seven of which were in a supervisory capacity, are required; or an equivalent combination of training and experience.

A bachelor's degree in business or public administration, life sciences, engineering or a closely related field is highly desirable.

LICENSES; CERTIFICATES; SPECIAL REQUIREMENTS:

A valid California Class C driver's license and the ability to maintain insurability under the City's vehicle insurance program.

California State Water Resources Control Board Water Distribution System Operator Grade III is required. California State Water Resources Control Board Water Treatment Operator Grade II is required. Grade III is required within twelve months of hire.

Annual certification for CPR, First Aid, Confined-Space Entry and use of Self-Contained Breathing Apparatus (SCBA) per OSHA requirements are required for some assignments.

Additional certification is highly desirable including:

- Los Angeles County Backflow Tester certification.
- Cross-Connection Control Program Specialist certification.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; climb or balance on ladders or stairs; stoop, kneel, bend at the waist, crouch or crawl; and smell. The employee is frequently required to lift up to 25 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision and the ability to adjust focus.

MENTAL DEMANDS

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; observes and interprets people and situations; learns and applies new information and skills; performs highly detailed work; deals with changing deadlines, constant interruptions and multiple concurrent tasks; responds to life-threatening, emergency situations; and interacts with others encountered in the course of work.

WORK ENVIRONMENT

The employee works in an office environment where the noise level is usually quiet. The employee occasionally works in outdoor weather conditions. The employee is exposed to fumes or airborne particles, toxic or caustic chemicals and biological hazards. The employee is occasionally exposed to loud or prolonged noise and equipment with heavy vibrations. The employee may be at risk of electrical shock.

Work requires responding to emergency calls.