



JOB DESCRIPTION

POSITION	Director of Operations	SAFETY SENSITIVE	No
SALARY RANGE	Range 53	ESTABLISHED DATE	11/18/20
FLSA STATUS	Exempt	REVISION DATE(S)	
HOURS – FT/PT	Full Time		

SUMMARY

Under administrative direction, directs, manages, supervises, and coordinates the activities within the Operations Department, including Water Transmission and Distribution, Water Operations and Maintenance, Water Production, Field Service, and the Capital Improvement Replacement Program. This position is responsible for the management, development, and administration of programs such as Water Quality, Water Production, Water Storage and Recharge, Water Distribution, Safety, GIS, Engineering, and Regulatory. Provides highly responsible and complex assistance to the General Manager, other internal departments, and outside agencies.

DISTINGUISHING CHARACTERISTICS

The position is characterized by the high-level of professional, operational, technical, and administrative expertise required to perform the duties of the position, as well as the accountability and responsibility this position has to the General Manager, Board of Directors, and customers of the District. This employee must have the ability to perform diverse and complex work, which requires strong interpersonal, leadership, communication, and problem-solving skills; the ability to work without extensive supervision; and the ability to prioritize, lead, and direct. This employee must participate as a member of the District’s executive management team and contribute actively in addressing issues of concern to the District, which at times may not have a direct impact on the employee’s area of specialization.

SUPERVISION RECEIVED/EXERCISED

This position receives general direction from the General Manager. This position will supervise, lead, and provide training for assigned employees. This position handles difficult and complex assignments with minimal oversight and serves as Chief System Operator.

EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. 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.*

Essential Functions:

- Develops and implements goals, objectives, and work standards for assigned departments and projects; identifies problems, determines analytical approach, evaluates alternative courses of action, and makes recommendations regarding such areas as organizational structure, staffing requirements, cost analysis, productivity, and procedure modifications.
- Manages and oversees operation of assigned divisions including after-hours response; develops and implements goals, objectives, and works standards for the department; monitors workload, output, and efficiency of assigned divisions; plans, schedules, supervises, reviews, and evaluates the work of assigned staff; monitors assigned employees attendance, and reviews and processes timecards; provides training and development to assigned staff; provides assistance to staff in resolving problems.

- Participates in the selection of staff; evaluates subordinate supervisors and reviews evaluations of other staff; conducts or directs staff training and development; approves leave requests; recommends disciplinary actions.
- Holds regular meetings with staff to communicate expectations, receive feedback, resolve problems, develop trusting relationships, provide motivation and employee recognition, stays abreast of staff's work activities, and provide required resources for work assignments.
- Provides long-range planning and development of all District functions within the Operations and Maintenance Department; participates in the District's strategic planning process.
- Researchs,ensures compliance with all regulatory requirements
- Supervises water production and quality functions; ensures compliance with all regulatory requirements and stays apprised of proposed regulations; works with accredited laboratory; monitors and analyzes test results; manages all aspects of regulatory reports.
- Develops and writes grant proposals, persuasively communicate the District's mission and programs to potential funders; assembles and submits grant requests, including letters, proposals, budgets, and presentations; monitors awarded grant deliverables.
- Develops budgets, provides budget projections, approves purchases, and monitors the costs and financial status of assigned departments and projects.
- Reviews acquisition requirements and develops recommendations regarding purchase, services, and equipment.
- Develops, reviews, and provides input for the development and administration of contracts for assigned departments and projects.
- Coordinates operations and maintenance activities with other District functions.
- Develops, maintains, and implements policies and procedures for assigned departments.
- Prepares or directs the preparation of a wide variety of information and background materials for the Board of Directors; attends and may present at Board and Committee meetings.
- Meets with other government agencies, community groups, boards, developers, contractors, and the general public in relation to assigned work activities.
- Performs duties in a professional manner; establishes and maintains cooperative working relationships with co-workers, outside agencies, and the public.
- Maintains regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Observes safe work practices and safety methods; serves as within the incident command structure during emergency events.
- Performs other special projects and duties as assigned.

MINIMUM QUALIFICATIONS

The following are representative of the qualifications necessary to perform the essential duties of the position.

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

Experience:

- A minimum of ten years of broad and extensive experience at a California water district, including four years of increasing responsibility in supervisory experience in the operations, planning, design, construction and maintenance of water, treatment, and distribution facilities. Proven experience at a supervisory, or managerial level to include the administration of a variety of projects is highly desirable.

Education and/or Training:

- A typical way to obtain the knowledge, skills, and abilities outlined in this job description is possession of a completed a four-year degree from an accredited college or university with a major in public administration, business, civil engineering, water science, or closely related field.

Certificates, Licenses, Registration: Must possess and maintain, or have the ability to obtain within 9 months of appointment:

- State Water Resources Control Board (SWRCB) **Grade III or higher** Water Distribution Operator Certificate.
- State Water Resources Control Board (SWRCB) **Grade I or higher** Water Treatment Operator Certificate.
- Project Management certification and/or experience highly desirable.

Other Requirements: Must possess and maintain valid California Class C Driver's License.

PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES

The following are representative examples of KSA's necessary to perform the essential duties of the position.

Knowledge:

- Thorough knowledge of the methods; maintenance and repair; materials; and equipment used in a water distribution system.
- Thorough knowledge of the pertinent laws, codes, and safety rules and practices covering water systems.
- Thorough knowledge of District rules, policies and procedures.
- Thorough knowledge of various Microsoft Office products including Word, Excel, PowerPoint, and Outlook.
- Thorough knowledge of correct English grammar, punctuation, and spelling.
- Working knowledge of the use of modern office equipment including computer software applications related to the field of work.
- General knowledge of District operations and associated safety and chemical/hazardous materials issues.
- General knowledge of standard safety equipment used in public works occupations.
- General knowledge of practices and methods for designing employee training programs and materials.

Skills:

- Possess strong organizational skills.
- Possess strong verbal and written communication skills.
- Possess strong and proficient skills in prioritizing work assignments while being flexible in a dynamic work environment.
- Leadership and Supervisory skills.

Abilities:

- Ability to function effectively as a Manager and to ensure the proper maintenance, operation, and repair of District equipment and facilities.
- Ability to plan, organize, and prioritize work.
- Ability to maintain accurate records.
- Ability to read, understand and carry-out complex written and verbal instructions.
- Ability to read, understand, and interpret complex documents; drawings, and financial information.
- Ability to skillfully use and operate a variety of equipment and tools usual in an office setting.
- Ability to skillfully use and operate a variety of equipment and tools usual for the water industry.
- Ability to competently use computer hardware and software, computerized telemetry and its related hardware and software.
- Ability to make mathematical calculations with accuracy.
- Ability to establish and maintain cooperative and respectful working relationships with those contacted in the course of work.
- Ability to prepare reports requiring analysis of complex subject matter, including agenda and staff reports for Board of Directors meetings.
- Ability to work efficiently and productively when completing work tasks.

- Ability to evaluate workplace safety and security programs and practices and make sound recommendations for improvement.
- Ability to exercise sound independent judgment within policy guidelines.
- Ability to communicate effectively, orally and in writing.

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: Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to lift and/or carry objects (no greater than 70 lbs.) on a periodic basis. Ability to bend, twist, turn, push, pull, reach, stoop, kneel, crouch, crawl and climb routinely, as well as perform repetitive motion tasks on a regular basis. Ability to stand and walk for extended time periods, often on uneven terrain. Ability to sit for extended time periods and use office equipment such as computer terminals, copy and fax machines on a regular basis. Requires normal range hearing and vision.

Work Environment:

- **Outside:** Ability to work in an outdoor environment that may experience extremes in weather and temperature conditions.
- **Driving:** Duties require the operation of District vehicles and heavy to light equipment on a regular basis.
- **Inside:** The administrative duties of this position are primarily conducted indoors, in an office or shop setting.
- **Fumes/Gasses:** Duties of this position require work in an environment with exposure to dust, dirt, fumes, and vapors.
- **Noise/Vibration:** Noise levels expected in an outdoors or shop setting from machinery or heavy equipment are expected. Noise levels expected of an office or indoor setting are also expected.

Equipment Use: Standard office equipment such as computer hardware and peripherals, binding machines, copy machines, scanning machines, fax machines, and telephone.

Mental Demands: While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; communicate orally with District staff in face-to-face, one-to-one, and group settings; and interact with District managers, staff, officials of other governmental agencies, community and professional groups, staff and other organizations.

Safety: Follows and enforces proper safety practices at all times. Ensures compliance with the District's Injury and Illness Prevention Program.

Travel: Regular travel to District sites, attend hearings, workshops, meetings, and seminars as required.

Other: Position subject to extended work hours and attend evening meetings.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above and understand that it is intended to describe the general content of and requirements for performing the job listed. It is not an exhaustive statement of duties, responsibilities or requirements.

I understand that this description does not preclude my Manager or Supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties may be required from time to time to meet the needs of Joshua Basin Water District. I also understand this job description does not create an employment contract, implied or otherwise.

Print Employee Name

Employee's Signature

Date