

WEST SOUND UTILITY DISTRICT

Job Description

Job Title: Operations Manager

FLSA: Exempt

Reports to: General Manager

This is a full time position. The Operations Manager will be required to attend meetings during other than normal work hours. The employee may be called back to work before or after regularly scheduled work hours or on scheduled days off.

Major Function

This is a working position that reports directly to the General Manager. The Operations Manager will be responsible for directing and supervising the Water Distribution and Wastewater Collections employees to coordinate all field activities necessary to effectively maintain and operate the District. The Operations Manager will work with Customer Service and Finance staff to assure District administrative policies are implemented. The Operations Manager will be responsible for the review of projects, designs, technical issues, and project management.

The Operations Manager shall schedule jobs, assign tasks, and coordinate all aspects of each operation ensuring safety, efficiency, cost-effectiveness, and timely completion of projects or assignments.

Supervision Responsibilities

The Operations Manager shall complete annual performance evaluations on all field crew. He/she shall make recommendations for hiring, firing, promotions, raises, and disciplinary action.

Management Skills and Aptitude:

1. Commitment to teamwork among peers and subordinates.
2. Promotes worker professionalism - Serve as a role model, mentor, and coach to ensure employees treat each other and the customers we serve with respect.
3. Maintains knowledge and ensures compliance with current employment laws and regulations.
4. Plan, organize and implement staff schedules.
5. Plan, organize and schedule employee required training; provide a listing to Human Resources.
6. Interview potential employees.
7. Assure subordinate employee compliance with all District policies.

Job Duties and Responsibilities

The job description reflects general details as necessary to describe the principal functions of this employment position, the level of knowledge and skill typically required, and the scope of responsibility. The job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.

The primary duty of this position is to supervise the field operations and to assure that assignments are being completed in a timely manner and District procedures are being followed.

Specific duties and responsibilities for water and wastewater collection include, but are not limited to:

1. Performs customer service tasks along with construction and maintenance work.
2. Assures that all necessary repairs and maintenance are scheduled and completed on vehicles and equipment.
3. Oversees the work order system to assure proper record keeping is completed and filed.
4. Schedule and assigns daily work to the operation and maintenance crew(s).
5. Coordinates obtaining the required permits, such as the Kitsap County road excavation permits.
6. Keeps the General Manager informed of field operations and potential operational problems.
7. Assures the water storage facilities (reservoirs and tanks) are properly operated, maintained, and cleaned.
8. Assures the water distribution system (mains, valves, hydrants, and appurtenances) is properly operated, maintained, and cleaned.
9. Assures that the cross connection program is up to date and in accordance with State regulations. This requires supervising the employee assigned as the Cross Connection Control Manager.
10. Assures the wastewater facilities (pump stations and buildings) are properly operated, maintained, and cleaned.
11. Assures wastewater work orders are addressed in a timely manner.
12. Assures that mapping is maintained and up-to-date.
13. Prepare and manage long and short-term Capital Improvement Projects.
14. Preparation of the water and sewer budgets.
15. Assures that developer extensions of the water system are in accordance with the District-approved plans and are inspected by District personnel.
16. Assures District contract improvements are inspected and completed as per plans and specifications.
17. Prepares minor services and public works contracts.
18. Develop operational strategies to assure local, State and Federal regulatory compliance.
19. Assures that customer complaints are responded to in a timely manner, investigated as necessary, and coordinated with the Customer Service staff.

20. Assures that sufficient material and equipment is available for District operations and maintenance with budget requests, periodic inspections, and inventory control program.
21. Maintain a safe working environment. Supervises the District safety program. Assign to subordinate employee to plan, organize, research and develop safety programs.
22. Assure subordinate employee compliance with all District policies.
23. Operates equipment as necessary.
24. Prepares reports as needed.
25. Manage the Janitorial Contractor.
26. Represents West Sound Utility District as assigned by the General Manager, coordinate public presentations, public education and tours.
27. Performs other duties as assigned.

Training and Educational Requirements

The employee is required to have a valid Washington State driver's license at all times. A Class B Commercial Endorsement to the Driver's License is required for this employment position within 12 months of employment.

The minimum training and education requirements include:

Education: High School graduation required. A relative college degree, or degree equivalent experience and/or knowledge preferred.

Certification within 12 months of employment:

Water Distribution Manager 3
Cross Connection Control Specialist
WWCPA Certificate (WWCPA 2 or higher is preferred)
Traffic Flagging Control
CDL Class B Endorsement
First Aid

The employee is responsible for fulfilling the continuing education and/or refresher requirements for each required certification.

Knowledge, Skill, and Abilities

While requirements may be representative of minimum levels of knowledge, skills, and abilities to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

- Demonstrated Management skills.
- Knowledge of modern Management principles and practices

- Demonstrated knowledge of the methods, procedures, and equipment used in the repair and maintenance of a public water system.
- Knowledge of occupational hazards and safety precautions applicable to construction and a public water system.
- Knowledge of various water-metering devices, valves, pumps, and other equipment related to a public water system.
- Ability to:
 - maintain records;
 - write effective reports;
 - comprehend and use District software;
 - operate the District's equipment;
 - gauge project progress and recommend adjustments to meet deadlines or to adapt to changing conditions in the field;
 - comprehend technical instructions and repair manuals;
 - deal courteously and tactfully with the public; and
 - establish and maintain effective working relations with subordinates, superiors, other District personnel, and the public.

The Operations Manager must be able to communicate effectively both verbally and in writing. Should possess good judgment and the ability to make decisions without supervision; excellent leadership skills; and the capability to interact with the public in a professional and courteous manner.

Working Conditions

Work is performed indoors and outdoors. The employee may need to work in a confined space and will be required to work on ladders, inclines, and in noisy areas. The employee may be exposed to extremes in temperature, chemicals or noxious fumes, and to insect stings. The employee may be required to wear protective clothing or equipment in the performance of duties.

The employee is subject to 24 hour on call availability. The work hours may be adjusted to meet requirements of the district.

Physical Stamina

The Operations Manager must have overall stamina and ability to perform moderate to strenuous physical activity, including the ability to stand or walk for long periods of time, traversing rough terrain, working in or over water, working at heights or on scaffolding up to 20-feet off the ground, bend, or work in tight or confined areas. The incumbent must be able to hear alarms and have the ability to audibly identify the presence of danger or hazard. The incumbent must have vision corrected to at least 20/40.

The incumbent must be able to lift 50-pounds and carry that load a minimum of ten feet. The incumbent must be able to climb in and out of a four-foot deep trench.

Experience

Any combination of experience and training that provides the District the desired skills, knowledge, and abilities.

The Operations Manager shall have a minimum of ten years' experience with five years in a supervisory or managerial role.

Experience in public water and wastewater systems is desirable.

Other

All employees must comply with the District's Drug and Alcohol Program.

All employees who operate District vehicles must have a driving record acceptable to the District's insurance carrier.

Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. However, some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. The job description does not constitute an employment agreement between the Employer and employee and is subject to change as the needs of the Employer and the requirements of the job change.