

City of San José
CLASS SPECIFICATION

Title: Water Systems Operations Manager (3648)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Environmental Services	Deputy Director	Exempt

CLASS SUMMARY

Incumbents are responsible for planning, organizing, directing, and coordinating the daily water operations, administrative service functions, and the maintenance programs of the potable and recycled water distribution systems. Water Systems Operations Manager is considered the Chief Operator of the Municipal Water System operations. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is designed to recognize increasing job expertise as demonstrated by the level of certification, knowledge and experience of the overall Municipal Water Systems. Water Systems Operations Manager is distinguished from the Deputy Director which has the responsibility of all functions in the Municipal Water System. Water Systems Operations Manager is responsible for the management and oversight of the operations and maintenance sections. This class differs from the next lower class of Water Systems Superintendent I/II, in that incumbents of the latter are responsible for activities of a work section and functions of the Municipal Water System.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Two (2) years full supervisory experience in potable water distribution or treatment operations experience at a distribution or treatment facility.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid driver's license authorizing operation of a motor vehicle in California.
- Possess and maintain valid California State Water Resources Control Board (SWRCB) Distribution Operator Grade 5 certification.
- Possess and maintain valid SWRCB Water Treatment Operator Grade 2 certification.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, including principles, practices and methods involved in operations and maintenance, water regulations, emergency management, effective supervisory techniques, water operations management and budget, Citywide and departmental procedures/policies and federal and state rules and regulations.

Collaboration - Develops networks and builds alliances; engages in cross-functional activities.

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Communication Skills - Communicates and listens effectively and responds in an timely, effective, positive and respectful manner; written reports and correspondence are accurate, complete, current; well-organized, legible, concise, neat, and in proper grammatical form responds to statements and comments of others in a way that reflects understanding of the content and the accompanying emotion; asks clarifying questions to assure understanding of what the speaker intended, ensures consistent communication takes place within area of responsibility.

Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.

Meeting Ethical Standards - When confronted with ethical dilemmas, acts in a way that reflects relevant law, policy and procedures, agency values, and personal values.

Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).

Planning - Acts to align own unit's goals with the strategic direction of the organization

Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources

Desirable Qualifications

(Knowledge, skills and abilities; licenses, certificates, education, experience that is more position specific and/or likely to contribute to more successful job performance.)

Skills in:

- Confined space entry training.
- Current OSHA related safety training.
- Management and leadership techniques

Ability to:

- Obtain First Aid, CPR, and AED certification.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FRE-QUENCY*
1.	Supervise subordinate management and supervisory staff, including prioritizing and assigning work; conduct performance evaluations; ensure staff are trained; make hiring, termination and disciplinary recommendations; and submit recommendations related to the change in employee status. May also perform work of a similar nature to those employees supervised.	Continuous

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2.	Oversee 24-hour operations of the Municipal Water System; direct operations to provide treated water to customers in accordance with Municipal Water System standards and drinking water regulations; direct the preparation and implementation of plans to ensure water quality standards are met in distribution and treatment systems including system flushing, hydrant testing, reservoir and ground water sampling, and other disinfectant action plans; and ensure systems are maintained and operated in accordance with applicable water quality, environmental, health, and safety regulations.	Continuous
3.	Ensure compliance with permits, policies, and regulations; maintain knowledge of OSHA, California Water Resource Control Board, storm discharge, air quality, and City policies and contracts.	Frequent
4.	Perform administrative duties including technical and administrative report preparation, establishing work standards and safe working practices, interpret engineering drawings, and record maintenance updates.	Frequent
5.	Ability to provide budget recommendations, set-up and open purchase orders, and track and monitor spending.	Frequent
6.	Maintain emergency preparedness to provide 24-hour/7-day leadership during treatment or distribution system emergencies and operating exceptions; direct the preparation of plans and coordination of activities including approval of all scheduled pump station shutdowns; evaluate emergency shutdown incident reports; and direct major distribution system emergency shutdowns.	Frequent
7.	Use computer equipment that monitor and control the operations, supervisory control and data acquisition (SCADA), computerized maintenance management system and radio management.	Frequent
8.	Monitor distribution pumping energy consumption and recommend procedural changes and make operational decisions to ensure efficient energy management; and advise on corrective action to be taken and recommend improvements on the effectiveness and economy of water quality maintenance programs to water distribution and treatment staff.	Frequent
9.	Inspect treatment facilities and pump stations to ensure reliable operations and maintenance; recommend non-routine maintenance of treatment and distribution pump stations; analyze chlorine residuals, bacteriological, quality and pressure, and flow problems in the distribution system.; and maintain knowledge of biological, chemical, and physical mechanisms associated with water quality in drinking water reservoirs and distribution systems.	Frequent

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10.	Lead and participate in meetings, serving as the subject matter expert from Municipal Water Systems with Department, City, State and water wholesale/retailers; and communicate effectively and provide coordination to subordinates, supervisors, agency representatives, water industry experts, and community groups.	Frequent
11.	Establish and revise standard operating procedures to provide water of high quality at adequate quantity and pressure; and analyze operational problems and develop and implement effective solutions.	Occasional
12.	Plan and review asset management, preventative maintenance programs, meter reading activities, fleet management, data management systems, recycled water distribution system management, the mobile device tablet pilot program, and storm water discharge permit requirements.	Occasional
13.	Analyze reports and make recommendations on the efficiency and cost-effectiveness of operations and maintenance programs for water treatment, distribution, and water quality; maintain standard procedures for water quality analysis methods and regulations, including troubleshooting water quality problems.	Occasional
14.	Provide direction, oversight, and monitor contractor and vendor work.	Occasional
15.	May serve standby supervisor duty after hours or on an as needed basis.	As Required
16.	Perform other duties of a similar nature or level.	As Required

*Frequency defined as %, (totaling 100%) *or* “Continuous” (daily or approximately 20%+), “Frequent”(weekly or approximately 15%+), “Occasional”(monthly or approximately 10%+), “As Required”(Intermittent or 5% or less)

CLASSIFICATION HISTORY <i>Created 06/16; s000</i>
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