



Operations Manager

Salary

\$122,000 - \$168,454 Annually

Definition

Under general direction, has overall management responsibility over a staff of personnel engaged in the maintenance, repair, construction, and operation of the District's infrastructure within the boundaries of the District. These facilities include: channels, creeks, ditches, and other waterways; underground pipelines; levees, retention and detention basins; pump stations; and drainage facility appurtenances and drainage facility access roads.

Distinguishing Characteristics

The Operations Manager is a management level position, distinguished from the Superintendent position by the former's overall breadth and range of management and its greater decision-making authority on policies affecting maintenance, construction, and operation of the drainage assets.

Supervision Received and Exercised

Incumbents receive general direction from the District's General Manager and exercises direct and indirect supervision over supervisory, technical, field, and clerical staff.

Examples of Duties, Knowledge, and Abilities

Duties include, but are not limited to, the following:

- Plans, directs, and reviews the work of staff engaged in the operation, repair, construction, and maintenance functions of the Operations Department to minimize flood risk; and maintain, operate, repair, and construct a reliable drainage system.
- Exercises managerial authorities such as planning, directing, coordinating, and overseeing the work of the Department through subordinate staff and consultants/contractors.
- Performs supervisory duties to direct reports and to others such as: evaluating performance; interviewing applicants and making selections; providing career

development mentoring; ensuring that employees are properly trained; reviewing and approving the selection and assignment of personnel; hearing and resolving complex or contentious employee complaints; reviewing and approving disciplinary actions; making recommendations for non-routine, costly, or controversial expenditures for training, workplace improvements, computer software and hardware, etc.

- Performs on-site reviews of facilities to ensure compliance with all permits, conditions and restrictions mandated by the Regional Water Quality Control Board, Department of Fish and Game, and United States Army Corps of Engineers as they relate to the maintenance and operation of the District's infrastructure.
- Evaluates maintenance and operations activities, develops work production goals and performance requirements, monitors performance, and initiates corrective measures to improve efficiency and reduce costs.
- Determines the priority of the inspection, repair, and cleaning of underground, open channel, detention basin and pump station facilities.
- Manages external service agreements for construction, maintenance and operations work.
- Supports and ensures staff compliance with District policies.
- Manages the preparation of Department budgets, including the Capital Project Budget and the Operations Department Operations and Maintenance Budget on an annual basis.
- Evaluates and prepares recommendations on bid proposals for the purchase of new equipment; makes determinations for repair and replacement of equipment.
- Investigates and resolves complaints from the public or regulatory agencies regarding the operation and maintenance of District facilities.
- Prepares and/or directs the preparation of reports and correspondence.
- Assists in the development of department policies.
- Reviews and implements Federal, State, and local rules and regulations governing the operation and maintenance of District facilities.
- Makes and implements long range plans in connection with prospective changes in functions and programs.
- Determines the appropriate resources to devote to particular programs and the appropriate mix of in-service and contracted work.
- Proposes restructuring of work and/or changes in the organizational structure.

Knowledge of:

- Principles and practices of management necessary to plan, organize, implement, analyze, and evaluate the activities of a stormwater utility system
- Principles of personnel administration and staff development including selection, training, and supervision of staff
- Methods, materials, and equipment used in the operation, maintenance, repair and construction of District facilities
- Federal, state, and local laws, codes and regulations governing drainage systems including but not limited to regulations from State Water Resource Control Board, Environmental Protection Agency (EPA), US Fish and Wildlife, and State Air Quality Control Board
- National Pollutant Discharge Elimination Systems requirements and regulations as they relate to the repair, maintenance, construction, and operation of a drainage system
- Methods and techniques involved in conducting analytical studies of administrative and management practices, methods, and procedures
- Public administration and personnel policies of the District, state, and federal governments
- Principles and practices of purchasing in government
- Procedures and processes of public sector budget preparation and maintenance
- Budgeting principles and practices
- Safety precautions and safety regulations particularly those pertaining to the repair and cleaning of underground, open channel, detention basin and pump station drainage facilities
- Methods and procedures to evaluate program results
- Databases, spreadsheets, word processing, and other common computer software applications

Ability to:

- Manage, lead, direct and coordinate the work of supervisory, administrative, and field staff of a complex drainage system
- Develop, manage, lead, train and organize staff to work effectively together
- Recommend policies, identify needs, and establish priorities and plans for District programs/projects
- Communicate in a clear, concise manner, both orally and in writing
- Delegate responsibility and prioritize work
- Work effectively and courteously with the public
- Develop short term and long-term goals and objectives
- Utilize maintenance management software system to evaluate and track maintenance and operations performance
- Interpret District, Department, and State policies, procedures, rules, and regulations
- Plan and direct the maintenance and construction activities of drainage systems
- Prepare budgets and monitor expenditures
- Prepare clear and concise reports
- Read and interpret construction plans, specifications, and maps
- Conduct investigations
- Maintain effective working relationships with employees and other District personnel.

Minimum Qualifications

Five years of full-time supervisory experience in the public or private sector managing an organization engaged in infrastructure maintenance, construction, and repair of utility facilities.

Note: The following education may be substituted for one year of experience: Possession of an Associate's degree or higher from an accredited college or university in engineering technology/civil, environmental or mechanical engineering, management/business or public administration, or construction management technology/construction management.

General Qualifications

License Requirements:

A valid California Driver's License, Class B is required prior to appointment to this position. Failure to maintain the appropriate California Driver's License and/or endorsement(s) may constitute cause for personnel action in accordance with District Policy. Individuals who do not meet this requirement due to disability will be reviewed on a case-by-case basis.

Criminal History and Background Check:

The District may access criminal history information on candidates who have accepted a conditional offer of appointment for this class consistent with District Policies and Procedures, and applicable federal and state laws. The District shall not consider for employment any candidate who has been convicted of a felony or misdemeanor that relates to, or impacts, the candidate's ability to perform the job duties of this position unless it is determined that mitigating circumstances exist. For purposes of accessing criminal history information, the candidate will be fingerprinted. A subsequent arrest notification may be obtained.

The District may also conduct a background check on the candidate prior to appointment to this position. The background check may include personal and professional reference checks, credit history checks with express consent, Social Security Number verification, professional license/registration verifications, military service information and driving history.

Information obtained during the background check will be considered during the selection process. In obtaining such information, the District will comply with applicable consent and disclosure practices in the Fair Credit Reporting Act and the California Investigative Consumer Reporting Agencies Act.

Physical Requirements:

- Sit for periods up to one hour while driving to work sites
- Occasionally be required to:
 - Bend, stoop, squat, kneel, and crouch
 - Reach above the shoulder
 - Walk on uneven surfaces

- Climb into and out of ditches and excavations

Note: Individuals who do not meet these physical requirements due to physical disability will be reviewed on a case-by-case basis.

Working Conditions:

While some work will be in an office setting or in a vehicle, incumbent will frequently be required to work outside in all types of climatic conditions including inclement and hot/cold weather and work around dust, dirt, noise, contaminated and non-contaminated water, chemicals, machinery and equipment with moving parts, moving repair and maintenance vehicles, traffic, fumes, and/or odors.

Work Schedule:

During periods of heavy rain and/or flood conditions, the repair and maintenance of drainage facilities is a 24 hour per day operation. Incumbent in this position will be subject to working night shifts, weekends, and holidays and will be required to work more than 40 hours a week and/or work irregular hours.

Probationary Period

Six (6) months