



**Union Public Utility District**  
**POLICY TITLE: JOB DESCRIPTION**  
**OPERATIONS MANAGER**

**POLICY NUMBER: 2345**

**REPORTS TO: General Manager**

**Wage Schedule Range: 32**

**FLSA: Exempt**

**Effective Date: 11/1/2024**

*Classification specifications (job descriptions) are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.*

**Definition/Summary**

Under the general and administrative direction of the General Manager, the Operations Manager plans, organizes, and directs the water treatment and distribution function of the District. Must have a full range of water treatment and distribution experience, including repairs of the equipment used in the water treatment process, including pumps, motors, electrical, charts and computers for the efficiency of plant operations. Ability to repair, maintain and operate valves, mains, hydrants, storage tanks, meters and related water distribution and transmission facilities and appurtenances in the field, shop, or plant.

**Essential Duties** - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

1. Plans, organizes, directs, and coordinates the operation and maintenance of the District's water treatment plant and distribution systems.
2. Leads water systems team to assure efficiency throughout the system.
3. Assesses the performance of all water systems team members.
4. Provides general supervision and administration of the District's water treatment plant and distribution systems (including pipelines, pressure stations, valves and hydrants).
5. Oversees the proper functioning of systems, coordinating repairs with maintenance and operations personnel.
6. Provides training of employees on work procedures, standards, and safety programs.
7. Develops recommendations and assists the General Manager with long-range planning for system improvements and service requirements.
8. Develop, implement and oversee preventive maintenance.
9. Provides field evaluation, inspections, and monitoring to assist and plan jobs.
10. Oversees the water treatment and distribution controls costs.
11. Oversee and inspect plant and distribution systems to ensure proper utilization of staff and equipment.
12. Develop, implement, and manage regulatory operation programs, including water quality program, backflow program, flushing program, hazard mitigation plan, etc.

13. Coordinate the activities and communication of the Operations Department with other District departments, outside agencies and the public.
14. Work with the public, developers, utilities, and others to resolve complaints, explain requirements, and coordinate operations and maintenance activities.
15. Establish, implement, interpret, and enforce rules and procedures for operation, maintenance, and safety in a fair and consistent manner.
16. Review, monitor and evaluate workflow, work products, methods and procedures of the operations and maintenance department.
17. Ensure compliance with applicable local, State and Federal laws, regulations, and permits including completion and submittal of required regulatory reports.

### **Other Duties**

1. Oversees, monitors, and maintains employee certification, training, and work safety programs.
2. Provides input and review for the development and administration of new plant and system updates, and projects.
3. May attend meetings related to outside agencies.
4. Effectively represent District water treatment and distribution functions with the public, contractors, and other organizations as directed.
5. Prepares and executes plans for expansion, reduction, and shifting of system operations and functions.
6. Must have computer experience including Microsoft Office programs (Word, Excel and Outlook).
7. Performs related duties as assigned.

### **Ability to:**

1. On a continuous basis, analyze budget and technical reports, interpret and evaluate staff reports, know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules, and explain and interpret policy.
2. Identify capital improvement projects to improve efficiency, cost savings, and customer satisfaction and assist the Engineering Department in its planning design, permitting, construction, and commissioning of projects
3. Develop, administer, and control Operations Department budget; capital improvement project budget and special project cost estimates along with Engineering; direct the forecast of additional funds needed for staffing equipment, materials, and supplies.
4. Work with the public, developers, utilities, and others to resolve complaints, explain requirements, and coordinate operations and maintenance activities.
5. Select, train, and motivate personnel including the coordination of staff training, evaluation of staff, and implementation of discipline procedures to maintain high standards necessary for the efficient and professional operation of the department.
6. Attend after-hours meetings and respond to callouts and emergencies, as needed.
7. Maintain a high level of confidentiality with discretionary knowledge.
8. Adapt to changing technologies and learn functionality of new equipment and systems.
9. Plan, develop, and administer department budget; estimate time and costs of projects; perform cost control measures; and prepare budget/cost related reports.
10. Work effectively under time deadlines and within limited financial and staffing resources.
11. Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
12. Operate a computer for the effective operation of the Department including word processing, database, spreadsheet, presentations, email, Internet and on occasion an integrated accounting software package.

13. Communicate clearly and concisely both orally and in writing with District staff, Board of Directors, consultants and the public in one-on-one and group settings; read, understand, follow, and give written or verbal instructions.
14. Be adaptable to perform under varying levels of stress including frequent workload changes and competing demands.
15. Recognize and resolve conflict situations in the workplace, including planning for them, solving them when they occur, and communicating outcomes reached; and confer with the General Manager on complex personnel matters.
16. Provide leadership and management of the department through coaching and facilitating employees, working in a collaborative team environment.

**Qualifications** – *Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.*

**Knowledge of:**

1. Principals, methods, and practices used in water treatment and distribution including installation, operation, maintenance, and repair.
2. Chemical and quality testing of water conditions.
3. Principles, methods, and practices used in water treatment and plant maintenance repair.
4. Rules, regulations, and codes applicable to District water treatment and distribution functions.
5. District policies, rules, regulations, and procedures.
6. Work safety standards and requirements.
7. Principles of expenditure control purchasing.
8. Principles and practices of personnel administration and supervision.
9. Plan, organize, manage and administer the District water treatment and distribution functions.
10. Perform comprehensive administrative reviews of work activities, costs, staffing requirements, plant uses, and time requirements.
11. Ensure the proper maintenance, construction, operation, and repair of District treatment plant and distribution systems.
17. Assists with reviews of employee effectiveness and performance with General Manager.
18. Provides general coordination of water treatment and distribution activities with other District functions.
19. Prepares and carry out personnel training activities related to proper operation of District facilities, safety, and equipment.
20. Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
21. Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
22. Perform other duties as assigned.

**Education and Experience** - *All levels must have education equivalent to graduation from high school.*

Broad and extensive work experience in supervision of a water treatment plant functions and operations, as well as operations, maintenance, and repair of water distribution system. Work experience must have included substantial experience with water treatment and distribution systems with at least four (4) years in a supervisory capacity.

**Licenses and Certifications** – *Must possess a valid California Class C Driver's License issued by the California*

*Department of Motor Vehicles with a satisfactory driving record. Possession of a valid California Class A Driver's License is preferred but not required.*

Possess a State of California Treatment Operator 3 certification and State of California Distribution Operator 3 certification issued by SWRCB within the first year of employment.

### **Physical Requirements**

Must possess the knowledge and mobility to work in construction and various distribution and treatment system maintenance including pump stations, pump, motor, and electrical. Physical stamina to perform system and maintenance repair work, walk and work on uneven terrain, climb and descent ladders, ability to lift, carry, push, pull and reach materials and equipment weighting up to 80 pounds. Mobility to work in a standard water treatment plant, uses specialized test equipment hand and power tools instrumentation; ability to work in confined spaces and around machines; vision to read printed materials, charts and gauges and computer screens; and hearing, speech and English language skills to communicate successfully in person and over the telephone or other electronic devices.

May be exposed to inclement weather conditions, including working in sun, water and snow. Work may include loud noises from equipment operation, odors, dust, and potentially toxic chemicals and conditions during the normal function of duties. Use of standard office equipment such as telephones, computer, copiers, and fax machines.

### **Work Environment**

Work both indoors (generally in a typical office or warehouse setting) and outdoors are required. While performing the duties of this job outdoors, the working conditions are of a varying degree, from snow to extreme heat. Additionally, incumbents in this position will have exposure to cleaning supplies, solvents, dusts, and other outdoor environmental elements. While performing the duties of this job indoors, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel between District facilities will be necessarily via District vehicle for District related duties and activities.

### **Additional Requirements**

- 18 years of age.
- Eligible to work in the United States.