

# RANCHO MURIETA COMMUNITY SERVICES DISTRICT

## DIRECTOR OF OPERATIONS

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DEPARTMENT: WATER/WASTEWATER/DRAINAGE

FLSA OVERTIME STATUS:

EXEMPT BARGAINING UNIT: N/A

PENDING APPROVAL BY BOARD OF DIRECTORS

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REVISED August 2024

**SUMMARY:** With direction from the General Manager, plans, organizes and directs the District's Operations and Maintenance Department; establishes goals, objectives and measurement indicators for the department; establishes internal policies and procedures related to departmental activities; through subordinate managers and supervisors, directs the work of staff engaged in distribution maintenance and construction, water treatment and production, water quality, facility maintenance, environmental compliance, laboratory services, and ensures the effectiveness of departmental programs; provides responsible advice and counsel to the Board, General Manager, Chief Plant Operator and Utility Supervisor on a variety of issues; participates in the Executive Management team to develop District-wide policies and procedures and to advance the goals and mission of the District; provides highly responsible administrative staff assistance to the General Manager; represents the District to outside groups and organizations; serves as District liaison on various interagency coordination projects; and performs other related work as required.

**SUPERVISION:** Receives general supervision from the General Manager. Provides direct supervision over Chief Plant Operator and Utility Supervisor, and staff thereunder.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Plans, organizes, coordinates and directs a wide variety of water distribution and treatment, wastewater collection, treatment, and tertiary reclamation plant operations, reclaimed water distribution and management, storm water management (small MS4), flood control, levees and drainage, raw water deliveries and storage, including operation and maintenance of earth-filled dams, drainage systems, lakes and reservoirs, capital and operational construction and maintenance projects, functions of the District;
- Directs and participates in the development of goals, objectives, rules, policies and operating procedures for field operations, develops long range strategic and financial goals for the department.

- Coordinates preparation of the annual budget request for the Operations and Maintenance Department;
- Reviews staffing, equipment, and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption to ensure efficient operations; approves the requisition of materials, supplies, and equipment
- Maintains water rights permits and oversees preparation of periodic reports to Federal, State, County and local agencies.
- Monitors potential impacting legislative and regulatory activities and coordinates with District's external representative(s) and other internal and external stakeholders as appropriate to protect the interests of the district.
- Studies and recommends technology, procedures, and practices to improve operational efficiency; evaluates alternatives for performing needed work; attends project review meetings to evaluate progress of ongoing construction or maintenance activities, coordinates and routinely inspects construction and maintenance work performed by contractors, prepares cost estimates and specifications for outside contract work including Capital Improvement Projects.
- Recommends selection of operations and maintenance consultants; oversees the coordination and management of consultants providing engineering and information technology services to the department.
- Establishes and oversees comprehensive programs for preventive maintenance, work safety, training and energy conservation.
- Attends Board of Directors and Board Committee meetings; prepares and presents staff reports and agenda items for consideration by the Board; serves as advisor to the General Manager and Board regarding operations and maintenance issues.
- Provides technical information, advice, and consultation to the District Board and General Manager on water, wastewater, recycled water, and drainage activities.
- Directs the preparation and prepares a variety of reports related to operations, functions, and activities.
- Visits District facilities and job sites to oversee work in progress and provide needed direction; responds to major emergencies during and after hours as needed; directs the investigation and correction of customer and operational complaints within areas of operations, responds respectfully to sensitive citizen inquiries and complaints concerning operations and activities.
- Ensures that long-term training objectives are established and implemented so that staff possess the depth of technical skills and knowledge necessary to maintain effective and efficient operations as well as for succession planning management.
- Serves on District or community committees as assigned.

## **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to administer and manage the operations of the water, wastewater, and drainage functions and to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge of the principles and methods of water distribution, water treatment, and wastewater treatment, collections, operations and maintenance. Knowledge of the principles of organization and management; principles of supervision, training, and effective personnel management; budgetary and job costing practices. Familiarity with safety programs and practices related to the control and use of hazardous materials and substances, confined space entry and related safety issues. Knowledge of energy conservation programs and practices. Familiarity and ability to comprehend and apply applicable Federal, State, county and local environmental regulations. Knowledge of grant requirements and applications from federal, state and private entities.

## **SUPERVISORY RESPONSIBILITIES:**

Ability to:

- Assign, review, plan, coordinate and guide the work of other employees.
- Recommend the transfer, promotion, salary increase, discipline or discharge of staff;
- Evaluate the work of employees and prepare performance appraisals;
- Promote staff development and motivation and to train staff;
- Analyze problems that arise in the areas under supervision and recommend solutions;
- Prepare procedures and processes for tracking and evaluating the budget throughout the year; and
- Use independent judgment in fairly non-routine situations, such as, but not limited to: water leaks, calculating anticipated revenue and/or expenditures and ensuring adequate supervision of programs.

## **Desirable Qualifications**

In addition to evaluating each candidate's relative ability, as demonstrated by quality and breadth of experience, the following factors will provide the basis for competitively evaluating each candidate:

- Strong leadership, interpersonal, and problem-solving skills.
- Knowledge and experience in water and wastewater treatment and management.
- Knowledge of the principles, practices, and trends of public administration, organization, and management.
- Knowledge of water and wastewater treatment policy, programs, trends, and issues.
- Knowledge of the interrelationship of federal, state, local, professional, and voluntary water agencies and the programs and services of such agencies.
- Demonstrated ability to review regulatory guidance and complex, interrelated policies, procedures, and practices.

- Demonstrated ability to manage and coordinate with large teams in multiple locations.
- Demonstrated ability to analyze complex problems and develop effective courses of action to solve them.
- Demonstrated ability to collaborate across high levels of government, external organizations, providers, industry associations, and member representatives.
- Demonstrated ability to lead change and transformation efforts within and outside the organization, utilizing excellent communication and change management strategies.

## **Minimum Qualifications**

### **EDUCATION:**

Graduation from high school or GED equivalent is required.

Bachelor of Science degree in civil/environmental engineering, public/business administration, chemistry, natural sciences or related field preferred.

Master's degree in science, engineering, or business is highly desirable.

Registration with the State of California as a Professional Engineer is highly desirable.

### **EXPERIENCE:**

Five (5) years effective Water and Wastewater utility administration experience including supervision, budget preparation, personnel management, operations and maintenance analysis, and analytical report preparation including four (4) years in a supervisory or management capacity.

### **LICENSES AND/OR CERTIFICATES:**

Possession of the category of a current California Driver's license required by the State Department of Motor Vehicles to perform the essential duties of the position. Continued maintenance of a valid driver's license, insurability, and compliance with established District vehicle operation standards are conditions of continuing employment.

Possession and maintenance of a Grade 4 Wastewater Plant Operator's Certificate of Competence issued by the California State Water Resources Control Board within 18 months of entering this position is required, and Possession and maintenance of a Grade 3 Water Treatment Operator's Certificate required by the California Department of Health Services within 18 months of entering this position is required.

Possession and maintenance of a Grade 1 Collection System Maintenance Certificate issued by either the CWEA or AWWA.

### **OTHER SKILLS AND ABILITIES:**

Knowledge of supervisory principles and practices; Operation, administration, policies and procedures relating to governmental administration and finance; operate a computer at a skill level and with the degree of accuracy to meet job requirements; data management including word processing, spreadsheet and data base principles; Methods of preparing and monitoring annual budgets.

Ability to work with and communicate clearly with various Federal, State, County and local regulatory agencies, build and maintain a good working relationship with the applicable agencies.

Strong written and verbal communication skills.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to walk. The employee is occasionally required to stand; use hands to manipulate, handle and feel objects, tools, and controls; reach with hands and arms; climb and balance; and taste and smell. The employee may be exposed to extreme dampness, heights and vibrations.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may occasionally work near moving mechanical parts and in outside weather conditions and may occasionally be exposed to wet and/or humid conditions, toxic or caustic chemicals, biological hazards, vibration, and risk of electrical shock.

The noise level in the work environment is usually moderate.