



Fair Oaks Water District Job Description

Operations Manager

DEPARTMENT: Operations and Maintenance and Customer Service
FLSA STATUS: Exempt
DIRECTLY REPORTS TO: General Manager
DIRECTLY SUPERVISES: Operations Superintendent, Customer Service Staff, Field Customer Services Supervisor, Information Technology Technician
JOB DESCRIPTION DATE: May 20, 2021
ANNUAL SALARY RANGE: \$108,000 - \$148,000
JOB CLASSIFICATION: Regular Full-Time

General Statement of Job

Under direction of the General Manager, responsible for managing the Operations, Maintenance, Customer Service and Information Technology functions of the District in accordance with District Policy. Responsible for the development and implementation of procedures required for the efficient operation of assigned functions. Responsible for maintaining and recommending replacement of District facilities not related to water supply. Responsible for supervision and quality of work performed by District personnel, consultants and contractors. Provides comprehensive planning and technical support for the District. Informs the General Manager of problems encountered and recommends appropriate action.

Essential Functions

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Responsible for regulatory compliance relative to operations and maintenance.
2. Ensures the proper planning, design, budgeting, scheduling, and construction of operations and maintenance projects.
3. Reviews and prioritizes operations and maintenance work for the District.
4. Responsible for maintaining and recommending replacement of District facilities not related to water supply.
5. Evaluates the adequacy and efficient use of equipment and materials for the District; making recommendations for adjustments as required.
6. Reviews and provides support for updating District construction specifications, details, and procedures.
7. Achieves economies through efficient planning and organization of work.
8. Prepares necessary reports; keeps complete and accurate records.
9. Prepares daily, weekly and long-range schedules for personnel.
10. Approves timecards, overtime and vacation requests; formally evaluates the work performance of personnel; recommends salary adjustments to the General Manager.

11. Confers regularly with the General Manager on matters of policy and short and long-term planning; works on special projects as required.
12. Has a primary role in the development of the District's annual budget.
13. Maintains a high level of confidentiality with discretionary knowledge.
14. Will work overtime as required without additional compensation.
15. Reviews customer complaints, provides appropriate response and recommends billing adjustments.
16. Responsible for District Security which includes distribution of keys and ID cards, monitoring of alarms systems and other security related duties. Develops an Emergency Response Plan for management approval and, provides necessary training to the District personnel for emergency response.

Other Duties

1. May perform the duties of the Technical Services Manager as required
2. May perform the duties of the Finance Manager as required.
3. As directed by the General Manager.

Job Standards/Specifications

Knowledge of:

- Principles and practices of the design and construction water distribution and facilities.
- Water distribution principles and practices.
- Master plan development for public water systems.
- Efficient customer service and billing processes.
- Water treatment processes.
- Stock/inventory control and methods.
- Cost estimating and contract administration.
- Principles and practices of human resource management and laws.
- Principles of accounting procedures, practices and laws.
- Installation, maintenance, repair, and testing of water meters.
- Laws, regulations, and ordinances applicable to water distribution systems.

Ability to:

- Plan, organize, coordinate, and direct the work of staff to achieve efficient operations and meet program goals.
- Prepare and administer a District budgeting and fiscal control process.
- Organize data, maintain records, and prepare reports, including detailed technical reports.
- Communicate effectively during public presentations.
- Exercise leadership, authority, and supervision tactfully and effectively.
- Use the suite of Microsoft Office products at a high level.
- Analyze situations and make sound recommendations in support of District goals.
- Develop and implement policies and procedures relating to District office support functions.
- Review and comprehend technical financial information.
- Lead and develop District staff.
- Recognize and mitigate cyber threats to District computer systems.

Typical Physical Activities

- Travel regularly by vehicle for District related duties and activities.
- Operate a variety of automated office machines.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

- Work both indoors and outdoors, during all types of weather.

Experience, Licenses and Certification

- Minimum of ten years in a leadership role working in water industry, operations, maintenance and customer service.
- Proven experience in the development and implementation of utility customer service systems.
- Proven experience in the development and maintenance of public water systems.
- California Distribution System Operator Grade IV certification desired – Grade III required.
- California Water Treatment Plant Operator Grade II certification.
- Bachelor's degree from an accredited college or university with major course work in civil engineering, business management, or related field is preferred.
- Human Resources certification desired.
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.
- Valid California Driver's License Class C or higher.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print):

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date: