



Job Description

POSITION TITLE: Operations Manager – Water/Wastewater/Plant Operations

EXEMPTION STATUS: EXEMPT

JOB LEVEL: Senior Level Management

SUPERVISED BY: GENERAL MANAGER|CEO

GENERAL POSITION SUMMARY:

The Operations Manager is responsible for performing executive level administrative, supervisory and technical work in directing the activities and operations of the water and wastewater departments (plants and crews). The Operations Manager is also expected to work closely with the General Manager|CEO in regard to system planning activities.

POSITION RELATIONSHIPS

SUPERVISES: This position has direct supervision over Water and Wastewater Departments.

GENERAL DUTIES AND RESPONSIBILITIES:

- To support the vision, mission and guiding principles of the Utility Commission.
- While performing any procedure, all personnel must observe applicable Safety, Health, and Environmental rules and guidelines.
- To ensure that the water and wastewater departments are operating at a level that meets or exceeds State and Federal permit standards.
- Attend and participate in training opportunities and seminars relevant to this position.
- Adheres to appropriate Utility Commission operating procedures, benefit rules, employment, and safety policies/practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages the general operation of water and wastewater departments.
- Hires, trains, supervises, and evaluates staff.
- Develops and implements operating policies and procedures as well as short- and long-range plans for the water and wastewater departments.
- Develops the operating and capital budgets for the Utility Commission water and wastewater departments; oversees the monitoring of expenditures under the current budgets.
- Coordinates the development of a long-range capital improvement program for the water and wastewater departments.
- Reviews the operation of each department's functions to ensure compliance with procedures and to assess efficiency and effectiveness.

- Assists with conducting facility inspections as needed.
- Assists department heads with performing duties and resolving problems as necessary.
- Serves as liaison with consulting engineers and citizen groups on related projects.
- Resolves serious or complex customer complaints or inquiries.
- Monitors Laboratory data obtained from samples of the systems for conformance with State and Federal Requirements.
- Assists in the field as necessary.

ADDITIONAL DUTIES AND RESPONSIBILITIES

Position performs any other duties as assigned.

JOB SCOPE

Job has recurring work situations involving a high degree of discretion. The need for accuracy and effective utilization of accepted programs and routines is high. Errors in judgment will waste resources and adversely impact performance. Incumbent operates independently but work is verified. Content of work priorities are determined by supervision. The purpose of this position is to direct the overall operations of the plant operations, water, and wastewater departments. Successful performance helps ensure the effective and efficient provision of utility services and affects the image of the Utility Commission.

COMMUNICATIONS/CUSTOMER CONTACT

Contacts are typically with other Utility Commission employees and the General Public. Contacts are typically made to exchange information, provide services, and resolve problems.

COMPETENCIES/SPECIFIC EXPERIENCE OR TRAINING PREFERRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Guidelines include city codes and personnel management regulations. These guidelines require judgment, selection and interpretation in application.

Complexity: This position consists of a variety of tasks in planning, supervision and management. The need to project long-range revenues and expenses contributes to the complexity of the work.

EDUCATION AND EXPERIENCE

- Bachelor’s degree preferred in addition to 5 years’ management experience in Public Works, Water/Wastewater Management, Community Development, or Project Management; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. A valid Georgia driver’s license is required.
- Must be trained in confined space procedures.
- Must obtain DOT Flagger Certification and Water and Wastewater State Class 1 certifications – within 36 months
- Possession of or ability to readily obtain a valid driver’s license issued by the State of Georgia for the type of vehicle or equipment operated.
- Must have the ability to present information and respond to questions from managers and the general public.
- Have an acceptable Motor Vehicle Record.
- Be able to take and pass a Drug and Alcohol Screening.
- Must have hepatitis series shots. (3-series).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of relevant federal, state and local codes and regulations.
- Knowledge of accounting and budgeting principles and procedures.
- Knowledge of the materials, equipment, procedures and methods used in public works/utilities construction and maintenance activities.
- Knowledge of the occupational hazards and safety precautions necessary to the operation of heavy trucks and equipment.
- Knowledge of geography and streets of the commission service area.
- Knowledge of planning and development procedures
- Ability to organize and supervise the work of others.
- Ability to understand, interpret and carry out oral and written instructions.
- Ability to give clear verbal instructions to utility commission employees.
- Ability to understand and interpret simple diagrams and drawings of assigned projects.
- Ability to maintain records of daily work assignments and projects.
- Ability to establish and maintain effective working relationships with employees, other city staff and the general public.

JOB CONDITIONS

The physical demands described here are representative of those that must be met by an associate to successfully perform 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 must occasionally lift light or heavy objects, climb ladders, use tools or equipment requiring a high degree of dexterity, use hands to finger, handle, or feel objects, tools, or controls, climb or balance, and be able to distinguish between shades of color. The employee is occasionally required to smell.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee may work in outside weather conditions. The employee may work near moving mechanical parts and is may be exposed to wet and / humid conditions, blood borne pathogens, fumes or airborne particles, pathogenic substances, and toxic or caustic chemicals. The employee occasionally works in precarious places and is exposed to extreme heat, risk of electrical shock, and vibration. The employee may work in a confined space. The noise level in the work environment is usually very loud.

The employee may be exposed to noise, dust, and dirt, and grease, machinery with moving parts, irritating chemicals, and occasional inclement weather.

Some work will require the use of PPE.