



Job Description

POSITION TITLE: Operations Manager

EXEMPTION STATUS: EXEMPT

JOB LEVEL: Senior Level Management

SUPERVISED BY: GENERAL MANAGER|CEO

GENERAL POSITION SUMMARY:

The Operations Manager is appointed by and reports to the General Manager|CEO. The Operations Manager is responsible for performing senior level administrative, supervisory and technical work in directing the activities of a full service utilities commission which includes power, natural gas, water, waste water and telecom. The Operations Manager is also expected to work closely with the General Manager|CEO in regard to system expansion and planning activities.

POSITION RELATIONSHIPS

SUPERVISES: This position has direct supervision over the following departments: Power, Natural Gas, Water, Waste Water, Telecom.

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.
- 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 the following departments: Power, Gas, Water, Waste Water, Telecom.
- Hires, trains, supervises, counsels, and evaluates staff.
- Develops and implements operating policies and procedures as well as short and long range plans for the Utility Commission.
- Develops the operating and capital budgets for the Utility Commission; oversees the monitoring of expenditures under the current budgets.
- 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 purchasing officer for the Utility Commission.
- Serves as liaison with consulting engineers and citizen groups on related projects.
- Resolves serious or complex customer complaints or inquiries.
- 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 Utility Commission. Successful performance helps ensure the effective and efficient provision of utility and public works 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, and the Southern Building Code. 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, Community Development, Project Management or Public Administration; 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.
- Fluency in Spanish language preferred but not required.
- 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.
- Have an acceptable Motor Vehicle Record.
- Be able to take and pass a Drug and Alcohol Screening.

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 work is typically performed with the employee sitting at a desk with intermittent standing, walking, bending, crouching or stooping.
- The employee must occasionally lift light or heavy objects, climb ladders, use tools or equipment requiring a high degree of dexterity and be able to distinguish between shades of color.
- The work is typically performed in an office and outdoors while inspecting departmental work or building construction.
- The employee is exposed to noise, dust, and dirt, and grease, machinery with moving parts, irritating chemicals, and occasional inclement weather.
- The work may require the use of protective devices such as gloves and hard hat.