



*Service Beyond Expectation*

## **OPERATIONS MANAGER (Construction & Maintenance)**

Job Status: Exempt  
Date Adopted: 01-2014  
Date Modified: 08-01-2025

Safety Sensitive Position

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

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### **DEFINITION**

Under general administrative direction, plans, organizes, and directs the work of crews and personnel engaged in the installation, maintenance and repair of water mains, sewer mains, services and related appurtenances to supply residential, commercial and industrial water and sewer. Plans and evaluates staff performance; established performance requirements and personal development targets; provides leadership and works with supervisors and staff to develop and retain competent staff through selection, compensation, training, and day-to-day management practices that support the District's mission and values.

### **SUPERVISION RECEIVED AND EXERCISED**

Direct supervision is received from the Deputy Director of Operations.

Direct supervision is provided to Operations Supervisor (Water Utility) and the Operations Supervisor (Wastewater Utility).

### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Plans, organizes, coaches, manages, and evaluates the work assigned supervisor and technical staff; develops, implements and monitors short and long-term plans and goals; develops and monitors performance against annual department budget; develops, implements and manages plans, work processes, policies, systems and procedures to achieve goals, objectives and work standards.
2. Plans and evaluates staff performance, establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development, recommends merit increases; recommends disciplinary action, up to and including termination, to address performance deficiencies in accordance with District personnel policies and guidelines.
3. Identify opportunities for improving service delivery methods and procedures; identify resource needs; review with appropriate management staff; implement improvements.
4. Direct, coordinate and review the work plan for assigned maintenance and repair services and activities; assign work activities and projects; monitor workflow; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

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5. Develop and maintain accurate water, sewer, facilities, and fleet maintenance information and records.
6. Oversee maintenance, repair and installation activities of the District's water and sewer system; ensure proper and safe work practices and procedures.
7. Provide guidance and supervision to maintenance field crews; serve as a technical resource regarding water and sewer systems.
8. Trains, supervises, and evaluates staff; selects personnel and develops and maintains work performance standards.
9. Participate in the development and administration of assigned program budget; forecast funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend adjustments as necessary.
10. Provide staff assistance to the AGM/COO; participate on a variety of committees; prepare and present staff reports and other correspondence as appropriate and necessary.
11. Coordinate assigned maintenance activities with those of other divisions and outside agencies and organizations.
12. Attend and participate in professional group meetings; stay abreast of new trends and innovations in water and sewer system maintenance.
13. Assumes responsibility for safety training for all staff, enforces safety regulations and accident reporting requirements and implements hazardous materials control procedures.
14. Perform related duties and responsibilities as required.
15. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
16. Regular attendance at the work site.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### ***Knowledge of:***

Principles of leadership, supervision, motivation, training and personnel evaluation.

Principles and techniques of project management, including development of goals and objectives.

Principles and practices of public administration as they pertain to water utility and sewer system maintenance.

Principles and practices of budget development and administration.

Principles, techniques and equipment used in the installation and maintenance and repair of water mains, services, District facilities and related appurtenances.

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Safety procedures and regulations, safe work practices and safety equipment related to the work/

Computer applications related to the work.

Methods and techniques of water and sewer system operation, maintenance, installation and repair.

Principles of business letter writing and basic report preparation.

Principles and procedures of record keeping.

Pertinent Federal, State and local laws, codes and regulations.

### **Ability to:**

Provide professional leadership, supervision and support to managing water distribution and sewer system maintenance programs.

Develop and implement water and sewer programs, including goals, objectives, policies and procedures.

Oversee selection, and training of new employees.

Develop and administer goals, objectives and procedures.

Administer an assigned department/division budget.

Keep detailed and accurate records.

Maintain confidentiality.

Understand and carry out oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities.

Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.

### **REQUIRED QUALIFICATIONS**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

<b>Job Title</b>	<b>Operations Manager (Construction &amp; Maintenance)</b>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Seven (7) years of technical experience in a water distribution and/or sewer system maintenance or closely related field, including at least two (2) years of supervisory and administrative responsibility.</li> </ul>
<b>Education/Training</b>	<ul style="list-style-type: none"> <li>Equivalent to a Bachelor's Degree in Public Administration, Business Administration, or a related technical field.</li> </ul>
<b>Required License/Certification</b>	<ul style="list-style-type: none"> <li>Possession of a valid D5.</li> <li>Possession of the CWEA, Collection System Maintenance Certificate, Grade 4.</li> </ul>
<b>Desirable Degree/License/Certification</b>	<ul style="list-style-type: none"> <li>Valid TI</li> <li>Master's degree in Public Administration, Business Administration, or a related technical field.</li> </ul>
<b>DMV Class</b>	<ul style="list-style-type: none"> <li>Possession of a valid California Class C driver's license and a satisfactory driving record.</li> </ul>

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### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

#### **Environment:**

Combination of office and field environment, travel from site to site. Frequent interaction with District staff and the general public.

#### **Physical:**

Incumbents require sufficient mobility to work in an office setting; stand and sit for prolonged periods of time; operate office equipment including computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms. Employees are frequently required to stand and walk.

**Mental:** While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers who are often upset and dissatisfied, and the public.

#### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

#### **Hearing:**

Hear in normal audio range with or without correction.