



## Utility Manager

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### Summary

Plan, manage, and direct the staff, operations, maintenance, and services of the Operations and Maintenance Division within the Water Resources and Conservation Department; functional areas of responsibility include the installation, maintenance, repair, operations, expansion, and relocation of water supplies and distribution systems, surface water management systems, wastewater collection systems and water recycling programs; meter reading, testing and repair; backflow prevention and testing; utility mapping; and hydrant repair and maintenance; to participate in planning, development and implementation of water, stormwater and wastewater infrastructure systems that meet the needs of the growing community; ensure compliance with regulatory agency standards and operational and maintenance requirements.

### Class Characteristics

General direction is provided by the Director of Water Resources and Conservation; responsibilities include the direct and indirect supervision of management, professional, technical and support services positions.

This position is distinguished from the Utility Supervisor by its management responsibilities for division operations, staff and activities, whereas the latter is responsible for supervising the operations of a section or group within the division.

### Essential Duties, Skills, and Demands of the Position

*The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.*

#### Duties:

Plan, manage, and direct the staff, operations and maintenance services of the Operations and Maintenance Division within the Water Resources and Conservation Department; functional areas of responsibility include the installation, maintenance, repair, operations, expansion, and relocation of water supplies and distribution systems, surface water management systems, wastewater collection systems and water recycling programs; meter reading, testing and repair; backflow prevention and testing; utility mapping; and hydrant repair and maintenance.

Analyze trends, such as population and industrial growth of area being served, to assist and determine adequacy of current facilities and to project community demands for future facilities; assist with development of plans to meet and serve expanding community needs such as increasing capacity of water storage and distribution facilities, or arranging new sources of water supply.

Develop and implement plans to facilitate additions, deletions, and modifications to the utility system, and work with engineering and contracted staff to determine services impacted by the project, and how to best minimize the impact to these citizens.

Interpret and provide direction on new regulatory requirements as they impact the City's utility analyze the impact; ensure that any operational changes are communicated to technical staff and higher-level management.

Direct the work of staff engaged in utility system operations and maintenance such as installation, repair and cleaning of water mains, water well testing and disinfection, and SCADA system flow control; inspect systems to ensure they are operating properly; allocate and ensure that work conducted is in compliance with regulatory agency requirements, and consistent with staff certification authority.

Prepare a variety of reports, forms, correspondence and related documentation on division operations; ensure all mandated forms and reports are properly completed and filed in a timely manner.

Prepare and administer division budget; approve and monitor expenditures to ensure compliance with budget.

Develop and implement a preventive maintenance program for the utility system; monitor program for effectiveness and make adjustments as required.

Develop and implement a safety and emergency response program for utility operations; ensure proper training of impacted staff and first level responders.

Prepare specifications and make recommendations for new equipment; recommend the purchase of new equipment as necessary.

Direct the implementation of a safety program to ensure a safe working environment for division employees; review OSHA and other regulatory safety requirements and adjust safety programs as necessary.

Select, assign, train, direct, evaluate, and discipline subordinate staff; implement hiring and termination processes.

Coordinate the City's utilities activities with those performed by other utilities; review and resolve operational issues.

Confer with City administrative and technical personnel and personnel of other utilities to coordinate departmental activities.

Perform related duties as assigned.

Skills/Abilities:

Plan, manage, and direct the operations and maintenance activities of a comprehensive water, stormwater, and wastewater utilities system.

Ensure division compliance with operational and mandated regulatory requirements.

Read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.

Interpret an extensive variety of technical instructions in mathematical or diagram form.  
Prepare a variety of technical and administrative reports and documents.

Respond to inquiries or complaints from customers, regulatory agencies, or members of the business community.

Effectively present information to senior management, public groups, and/or City Council.

Prepare and present clear and concise technical and administrative reports.

Make sound decisions and meet critical deadlines.

Define problems, collect data, establish facts, and draw valid conclusions.

Communicate effectively both verbally and in writing.

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

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl; and taste or smell. 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, depth perception, and ability to adjust focus. While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions, moving mechanical parts, fumes, or airborne particles, toxic or caustic chemicals, outside weather conditions, and vibration. The noise level in the work environment is usually moderate.

**QUALIFICATIONS**

Knowledge of:

Operations, services and activities of a water, stormwater, and wastewater distribution, treatment and collection system.

Principles and practices of water distribution mathematics such as; water measurements, formulas, units and conversion factors, water pressure, calculation of dosage, feed rates and flow rates.

Principles and practices of water distribution and water quality including sources of supply, water quality methods, and disinfecting techniques.

Principles and practices of utility system safety and security.

Methods and techniques of developing and implementing an emergency response program.

Methods and techniques of developing and implementing a preventive maintenance program.

Methods and techniques of monitoring and regulating chemical processes.

Operational characteristics of materials and equipment used in utility systems including SCADA systems, pipelines, line equipment, pumps, motors, chemical feeds, and related materials.

Rules and regulations governing utility system operations, including certification requirements and environmental regulatory mandates.

Occupational health and safety standard practices.

Methods and techniques of analyzing and interpreting data and statistics.

Principles and practices of supervision, training and performance evaluation.

Principles and practices of budget administration.

Principles and practices of record keeping.

Federal, state and local laws, codes and regulations.

#### Education and Experience

*Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way of gaining such knowledge and abilities would be:*

#### Education:

A Bachelor's degree with major work in engineering, public administration, business administration, or related field.

#### Experience:

Five years experience in the operation and maintenance of water and/or wastewater systems; at least two years of experience must include maintenance and operations program administrative and supervisory experience.

#### Licenses/Certifications:

Possession of a California Department of Health Services Grade II Water Treatment Certificate.

Possession of a California Department of Health Services Grade V Water Distribution Certificate.

Possession of a valid California Class C driver's license.

California Water Environment Association Grade IV Collection System Maintenance Certificate is highly desirable.

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