



San Juan Water District

9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Operations Manager Position Description

Status: FLSA Exempt and Confidential in nature
Supervisor: Assistant General Manager
Effective Date: July 1, 2007

Supervision Received and Exercised

Receives administrative direction from the Assistant General Manager and exercises direct supervision over assigned management, supervisory and technical personnel.

Primary Function

To plan, organize, coordinate, and manage the operations, functions, and activities of Operations which includes Water Treatment, Engineering Services, Field Services, Conservation and Customer Service; to coordinate assigned activities with other divisions and/or departments and outside agencies; and to provide highly responsible and complex administrative support to the Assistant General Manager and General Manager.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Develop, plan, and implement Division goals and objectives; recommend and administer policies and procedures.
- Coordinate Division activities with those of other divisions and outside agencies and organizations; provide staff assistance to the Assistant General Manager and General Manager; prepare and present staff reports and other necessary correspondence.
- Direct, oversee and participate in the development of the Division's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Supervise and participate in the development and administration of Wholesale and Retail Operations budget; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.
- Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the Division.
- Provide leadership in the division and implementation of strategies, programs, policies, and decisions, as they relate to the operations and maintenance of the District's distribution system.
- Develop and sustain the preventative maintenance policy of Operations.
- Represent the District to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Ensure that Operations are in compliance with applicable local, State, and Federal laws and regulations.

- Research, prepare and present technical and administrative reports and studies; prepare written correspondence.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles and practices of water systems and the water supply industry.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal laws, rules and regulations.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Principles and practices of project management.
- Modern office procedures, methods and computer equipment.

Ability to:

- Plan, organize, direct, and control the operations of the Wholesale and Retail Operations.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules; and explain and interpret policy.
- On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use keyboard to communicate through written means.
- Prepare and administer division budgets.
- Develop and implement division policies and procedures.
- Supervise, train and evaluate assigned personnel.
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternative solution, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply District, State and Federal policies, procedures, rules and regulations.
- Exercise leadership, authority, and management tactfully and effectively.
- Work effectively under time deadlines and within limited financial and staffing resources.
- Address difficult issues by building consensus and developing appropriate resolutions.
- Interpret and apply District, State and Federal policies, procedures, rules and regulations.
- Proficiently use computers and applicable software.
- Initiate and maintain effective safety practices that relate to the nature of the work.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Education:

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

Education:

Equivalent to a Bachelor's Degree from an accredited college or university with major course work in engineering, business management, or a related field.

Experience:

Six years of progressively responsible experience involved in water utility operations and procedures; including three years of administrative and management responsibility.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Physical Capabilities:

The physical 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 disabilities to perform functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				✓
Hearing				✓
Standing/Walking			✓	
Climbing/Stooping/Kneeling		✓		
Lifting/Pulling/Pushing		✓		
Approximate Maximum Weight to Lift	50 Pounds			
Fingering/Grasping/Feeling				✓
Describe Working Conditions	100 Percent Indoors, 5 Percent Outdoors			