



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

Position Description

Director of Operations

Status: FLSA Exempt, Confidential in Nature and Non-Safety Sensitive
Supervisor: General Manager
Effective Date: November 16, 2021

Supervision Received and Exercised

Receives administrative direction from the 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 the Retail and Wholesale Operations Departments, which includes the Field Services and Water Treatment Divisions; to coordinate assigned activities with the Engineering, Customer Service and Finance Departments and outside agencies; and to provide highly responsible and complex administrative support to the General Manager. The Operations Manager is a member of the Senior Management team with full responsibility for the administration of the Operations Department.

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

- Develop, plan, and implement goals, objectives, and strategies; recommend and administer policies and procedures.
- Closely coordinate Department activities with those of other departments and outside agencies and organizations; provide staff assistance to the General Manager and Board of Directors; prepare and present staff reports and other necessary correspondence.
- Direct, oversee and participate in the development and administration of the Retail and Wholesale Operations work plan to include short- and long-range planning to meet the needs of the District's customers; assign work activities, project and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Supervise and participate in the development and administration of the Retail and Wholesale Operations Departments budgets; direct the forecast of additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.
- Select, train, motivate, mentor and evaluate personnel; provide or coordinate staff training; conduct performance evaluations and ensure the ongoing implementation of the succession planning program elements for assigned department; implement discipline procedures; maintain high standards necessary for the efficient and professional operations of the Department.
- Coordinate and direct all water treatment, distribution, metering, telemetry, and storage operations and maintenance functions (under routine and emergency conditions), with retail customers, the wholesale customer agencies, and other regional water agencies, when needed.

- Review and approve daily operations and production reports and monthly usage reports for wholesale agencies.
- Understand and oversee compliance with all Safe Drinking Water Act regulations; understand and apply all applicable American Water Works Association Standards.
- Understand, train, and oversee compliance with all CalOSHA regulations; oversee the District's Injury and Illness Prevention Program as it pertains to Retail and Wholesale operational and maintenance safety policies and State regulations; administer the California Accidental Release Prevention (CalARP) and Process Safety Management (PSM) programs.
- Manage the solar power facilities site and associated operations and maintenance contract.
- Update the Vulnerability Assessment as needed.
- Understand, train, and oversee compliance with all State and Federal environmental protection regulations, including the Spill Prevention and Countermeasures Program, the Storm Water Pollution Prevention Program, the Hazardous Materials Business Plan, and with specific emphasis on the Drinking Water Discharge permit of the Central Valley Regional Water Quality Control Board.
- Manage the District's security and emergency response and planning functions; serve as the Director/Incident Commander in the Emergency Operations Center (EOC); attend California Office of Emergency Services workshops and annual briefings.
- Implement and manage planning, design, and construction projects in coordination with the Engineering division.
- Collaborate with the Engineering division on master planning.
- Seek grant opportunities for capital improvement, upgrade, and retrofit projects.
- Manage leases and relationships with cell tower lessees.
- Provide leadership to the Departments, implementing strategies, programs, policies, and decisions through the use of inter-divisional cross-functional teams.
- Manage and optimize the use of the preventive maintenance program and computerized maintenance management system.
- Ensure that the Departments are in compliance with all applicable local, State, and Federal laws and regulations.
- Represent the District to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Establish and maintain positive working relationships with co-workers, other District employees, and the public using principles of good customer service.
- 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.
- Principles and practices of civil engineering, design, and construction and maintenance requirements of water system facilities including the strength, properties and use of engineering construction materials.
- Pertinent local, State and Federal laws, rules and regulations.

- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- 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.
- Principles and practices of customer service.

Ability to:

- Plan, organize, direct, and control the administration and operations of the Operations Department including leading, mentoring, and motivating staff.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- 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; understand and appropriately apply 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
- Gain cooperation through discussion and persuasion.
- Analyze problems, identify alternative solutions, 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.
- Proficiently use computers and applicable software.
- Initiate and maintain effective safety practices that relate to the nature of the work.
- Foster an environment that embraces diversity, integrity, trust and respect.
- 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:

Eight 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 | 60 Pounds | | | |
| Fingering/Grasping/Feeling | | | | ✓ |
| Describe Working Conditions | 95 Percent Indoors, 5 Percent Outdoors | | | |