



San Juan Water District
9935 Auburn Folsom Road
Granite Bay, California 95746
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Position Description

Director of Engineering and Retail Operations

Status: FLSA Exempt, Confidential in Nature & Non-Safety Sensitive
Supervisor: General Manager
Effective Date: February 19, 2026

Supervision Received and Exercised

Receives general and specific direction from the General Manager, exercises direct supervision over technical personnel, and oversees the work of outside consultants and contractors.

Primary Function

To plan, organize, direct and supervise engineering and Retail operations, functions and related projects; and to perform a variety of technical tasks relative to assigned area of responsibility. The Director of Engineering and Retail Operations is a member of the Executive team with full responsibility for the administration of the Retail Operations Department.

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

- Work closely with and support the General Manager with the development, planning, and implementation of District goals, objectives, and strategies; recommend and administer District policies and procedures.
- Closely coordinate Engineering Department and Retail Operation 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 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.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for Capital Improvement Projects (CIPs), equipment, materials and supplies.
- 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.
- Recommend and assist in the implementation of department goals and objectives; implement department policies and procedures.

- Plan, prioritize, supervise and review the work of staff involved in engineering design, and construction and inspection.
- Establish schedules and methods for design, planning, construction and inspection for capital improvement projects, and for developer-funded improvements.
- Manage the preparation and implementation of the District's Capital Improvement Program, Retail and Wholesale Master Plans and other associated planning documents.
- Seek grant opportunities for Capital Improvement Program and other related projects.
- Oversee and administer construction contracts; oversee construction management of Wholesale & Retail projects.
- Develop requests for proposals; review proposals and oversee the selection process; prepare and negotiate contracts; direct and oversee the work of consultants and contractors.
- Provide technical and other support for Retail and Wholesale Operations, and participate in facilities optimization.
- Prepare and coordinate design and specification preparation for the District's capital improvement program; review for constructability.
- Oversee the bid process including preconstruction conference and contract awards for District construction projects; review daily inspection reports; participate in pre-final walk through; review punch list prepared by inspector; coordinate turnover of pipeline or facility to user department.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Understand and coordinate compliance with all Safe Drinking Water Act regulations; understand and apply all applicable American Water Works Association Standards.
- Understand and coordinate compliance with all State and Federal environmental protection regulations, including the Storm Water Pollution Prevention Program and the Drinking Water Discharge Permit of the Central Valley Regional Water Quality Control Board.
- Manage all new residential and commercial development from the initial planning phase through final acceptance; verify water demands and meter/service sizing; prepare connection quotes, conveyance agreements, and other related documents; initiate job close out; approve final project costs; coordinate land and right-of-way acquisition.
- Oversee construction management for new water system construction; act as point of contact for developers, engineers and customers requiring water service or line extensions; coordinate plan check by engineering personnel for developer contributed improvements; approve and sign drawings as District agent.
- Review bond estimates; offer recommendations to General Manager for agreements; coordinate District acquisition and financing of developer installed facilities; initiate resolution of acceptance of developer construction; review maintenance bonding and releases upon guaranty expiration.
- Ensure receipt of as-built drawings; direct the preparation of as-built drawings, water system maps, and easements; maintain production and consumption records; calculate capacities for storage, fire flows, and line losses.
- Review applications for water service and pipeline extensions; direct water system improvement design including pipeline replacement, pressure reducing stations, and system modifications.
- Develop and maintain the District's hydraulic model including field testing and calibration.

- Direct GIS infrastructure management and development; maintain and interpret corrosion control test information for system protection.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Work directly and maintain positive working relationships with State and Federal regulators related to District operations and facilities.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- 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.
- Principles and practices of water systems and the water supply industry.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Engineering mathematics.
- Principles and practices of leadership, motivation, team building, staff supervision, training and performance evaluations.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget monitoring.
- Principles and practices of project, and safety management.
- Pertinent local, State and Federal laws, ordinances and rules.
- Principles and practices of customer service.
- Modern office procedures, methods and computer equipment.

Ability to:

- Plan, organize, implement and direct engineering activities.
- Plan, organize, direct, and control the administration and operations of the Retail 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 for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means.
- Interpret and apply District, State and Federal policies, procedures, rules and regulations.
- Assist in the development and monitoring of an assigned program budget.

- Prepare comprehensive technical reports and recommendations.
- Develop and recommend policies and procedures related to assigned operations.
- Read and comprehend blueprints and engineering sketches.
- Exercise leadership, authority, and management tactfully and effectively.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work effectively under time deadlines and within limited financial and staffing resources.
- Proficiently use computers and applicable software.
- Address difficult issues by building consensus and developing appropriate resolutions.
- Communicate clearly and concisely, both orally and in writing.
- Supervise, train and evaluate assigned staff.

Education and Experience:

Any combination of training, education, and experience that has led to the acquisition of the knowledge, skills, and abilities as indicated above. A typical qualifying entrance background is:

Education:

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

Experience:

Eight years of progressively responsible professional engineering experience including project 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.

Registration as a Professional Engineer with the State of California.

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	40 Pounds			
Fingering/Grasping/Feeling				✓
Describe Working Conditions	10 Percent Outdoors, 90 Percent Indoors			