



Town of Oro Valley Classification Description

Title: **WATER OPERATIONS MANAGER**
Job Code: 3540
FLSA Status: Exempt

Department: Water Utility
Salary Grade: 124

POSITION SUMMARY:

Under the general supervision of the Water Utility Director, this position is responsible for providing day-to-day leadership in the management of the Water Operations Division of the Utility for the potable and reclaimed water systems. This position will champion a collaborative, high performance, customer service oriented culture that supports the Water Utility's mission, objectives and values.

ESSENTIAL JOB FUNCTIONS:

- A. Manages the Water Operations Division of the Water Utility in the areas of water production, disinfection, distribution, meter operations, water quality, backflow and water system control.
- B. Plans, organizes and evaluates the performance of all operations functions.
- C. Prepares monthly reports on the operational status of the water system as well as documenting staff activities to the Water Utility Director.
- D. Consults, advises, collaborates with and provides information to the Water Utility Director, Engineering Division Manager and Water Utility Administrator.
- E. Coordinates division activities with other divisions, departments and agencies.
- F. Responsible for the effective and efficient utilization of equipment, materials and personnel to successfully carry out the mission of Water Operations in a timely and cost effective manner.
- G. Ensures compliance with Federal and State regulations and functions as the Direct Responsible Charge operator for the water systems.
- H. Responsible for water operating permit compliance with the Arizona Department of Environmental Quality (ADEQ) and Environmental Protection Agency (EPA).
- I. Reviews plans and specifications on projects to ensure compliance to the standards that protect public health and safety.
- J. Makes recommendations to the Engineering Division Manager with respect to identifying and prioritizing Capital Improvement Projects (CIP) for Water Operations.
- K. Makes recommendations to the Water Utility Director with respect to the short and long range operational needs of Water Operations.
- L. Participates in the recruitment, selection, training, and development of Water Operations staff.

- M. Evaluates the performance of assigned staff; establishes performance goals; regularly monitors performance and provides coaching for performance improvement and development.
- N. Responsible for determining, implementing, and tracking the Water Operations annual budget to ensure budget goals are achieved.
- O. Ensures Water Operations staff utilizes and maintains the asset management program for the Utility.
- P. Develops or assists in the development and updating of the security training program for the Utility.
- Q. Develops or assists in the development of maintenance programs for the Utility.
- R. Researches, evaluates and makes recommendations with respect to the technical developments in techniques, equipment, supplies and materials used in water production, disinfection, distribution, meter operations, water quality, backflow and water system control.
- S. Develops Standard Maintenance Procedures (SMP's) and Standard Operating Procedures (SOP's).
- T. Develops and maintains a culture of customer service excellence among all staff; develops process improvement plans and champions a cooperative and collaborative culture.
- U. Prepares and maintains various records and reports as assigned for Water Operations.
- V. Communicates with department staff, commission and the public to answer questions, resolve problems, complaints or concerns related to the function and work activities of Water Operations.
- W. Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Town, State and Federal statutes, ordinances, codes, rules and regulations governing Municipal Water Systems and Operations.
- Knowledge of management/supervision principles and possession of strong leadership skills.
- Ability to be an active and positive contributing member of the department's Senior Management Team.
- Skill in establishing and maintaining effective working relationships with staff, other Town departments, and the general public.
- Excellent verbal and written communication skills.
- Knowledge of municipal water production, disinfection, distribution, meter operations, water quality, backflow and water system control.
- Knowledge of water chemistry and familiarity with water quality and backflow testing.
- Knowledge of Water Utility telemetry and supervisory control and data acquisition (SCADA) systems.
- Knowledge of budget and fund control practices and procedures.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Ability to consistently meet deadlines and complete projects and assignments.

- Skill in assessing, analyzing, identifying and implementing plans and solutions to complex problems.
- Ability to effectively use personal computer hardware, software and applicable database systems.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Engineering or related technical degree.
- Ten (10) years of relevant progressively responsible experience in water operations and maintenance. Years of experience will be considered in lieu of a degree.
- ADEQ Water Distribution Grade IV Certification.
- Five (5) years of supervisory experience of water operations staff.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor and outdoor environment.
- Position is subject to after-hours call out 24/7.