



# TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

## WATER AND WASTEWATER MANAGER

Class Description

**DEPARTMENT/DIVISION:** Public Services

### **DEFINITION**

Under general direction, plans, directs, manages, supervises and coordinates the activities and operations of District 's Water & Wastewater Facilities and various related activities; provides technical advice to the development community and conducts Capital Improvement Projects; coordinates assigned activities with other District's departments, outside agencies, and the general public and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the General Manager. Exercises discretion in carrying out the roles and duties of the position and supervises all subordinate staff and oversees all the contracts necessary to provide water and wastewater services to the community.

### **CLASS CHARACTERISTICS**

This is a single-position management classification in the Town's Community Services District organization. The incumbent organizes and oversees day-to-day maintenance operations activities and is responsible for providing professional-level support to the General Manager in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other District departments and public agencies. Responsibilities include performing and directing many of the department's day-to-day administrative functions. This class is distinguished from the General Manager in that the latter has overall responsibility for all District-wide functions and for developing, implementing and interpreting public policy. Must also work with District's Contractors.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Assumes management responsibility for major water and wastewater functions and activities, including maintenance and operations of water production and treatment, wastewater collection, treatment and distribution.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Assists in managing and participates in the development and administration of the annual budget and capital improvement budgets; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Reviews and evaluates daily maintenance activities and work assignments with crews; discusses operational problems and suggests improvements or modifications on methods being used to ensure the effective and efficient operation of District facilities.
- Conducts inspections of District facilities to ensure proper operation and quality control to meet federal, state and local laws and regulations; responds to and meets with customers, associations and developers regarding water quality, water pressure, water availability, service connections, wastewater collection, treatment and discharge, and all associated responsibilities. Reviews plans and specifications; confers with engineers, contractors, and District staff on construction and improvement of District facilities;

recommends improvements to District facilities; inspects new facilities, assists with startups and submits punch list.

- Supervises major repairs to District facilities; arranges for emergency equipment, contractors and directs the work of crews making emergency repairs.
- Advises and otherwise provides assistance to District Management, District staff, and the public regarding the operations of the District's water distribution and production system, and wastewater treatment and collection system ensures compliance with laws, rules, or regulations related to water distribution/production and wastewater collections system.
- May oversee the administration, construction, use and maintenance of all District facilities and equipment, including buildings, facilities, and other public property.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues in coordination with General Manager; responds to staff questions and concerns; makes discipline recommendations to the General Manager.
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors work load, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and reviews with the General Manager; directs the implementation of improvements.
- Assists in planning, directing, and coordinating the Department's work plan; meets with staff to identify and resolve problems; assigns projects and programmatic areas of responsibility; reviews and evaluates work methods and procedures.
- Serves as a liaison for the Department with other District departments, divisions, and outside agencies; attends meetings in various locations, as necessary; provides staff support to commissions, committees, and task forces, as necessary; negotiates and resolves significant and controversial issues.
- Negotiates contracts and agreements; coordinates with District staff to determine District needs and requirements for contractual services.
- Represents the Department to other District departments, elected officials, and outside agencies; explains and interprets departmental programs, policies, and activities.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Participates on and makes presentations to a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public works and other types of public services as they relate to the area of assignment.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations, and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the General Manager.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Assists customers, departments, and employees by providing answers and information regarding specific account information, discrepancies and/or general accounting procedures; and updates related files and departments on action items.
- Assists General Manager with special projects as required.
- Contributes to a positive work environment by participating in solutions to problems as they occur.
- Attendance and punctuality that is observant of scheduled hours on a regular basis.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Practices
- Procedures
- Pertinent state and local laws, codes, and regulations.
- Principles and practices used in dealing with the public.
- Modern office practices, methods, and computer equipment.
- English usage, spelling, vocabulary, grammar, and punctuation.
- General principles of risk management related to the functions of the assigned area.

- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone
- Safe driving principles and practices.
- Safe work practices.

**Skill in:**

- Interpreting, explaining, applying, and enforcing laws, ordinances, and regulations pertaining to Water & Wastewater services, activities and District Policy and CSD law.
- Following District and department policies and procedures related to assigned duties.
- Preparing and maintaining accurate logs, records, and written reports of work performed.
- Giving, as well as understanding and following, oral and written instructions.
- Making basic accurate arithmetic calculations.
- Must have great interpersonal skills.
- Must be skilled in reading and understanding construction drawings and spec's.
- Exercising good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Organizing own work, setting priorities, and meeting critical time deadlines.
- Working independently in the absence of supervisor.
- Establishing and maintaining effective working relationships with employees and those contacted in the course of the work.
- Providing exceptional customer service to other District staff and the public.
- Using English effectively to communicate in person, over the telephone and in writing.
- Operating modern office equipment including computer equipment and software programs.
- Accessing, retrieving, entering, and updating information using a computer terminal.
- Effectively representing the District in meetings with governmental and regulatory agencies, and the public.
- Training other staff and volunteers in work procedures.
- Operating a motor vehicle safely.

**EDUCATION AND EXPERIENCE:**

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

Equivalent to graduation from a four-year college or university with major course work in public or business administration, public policy, finance or a field related to the work and five (5) years of management or administrative experience in a municipal or other public agency setting. Possession of an appropriate Master's degree and experience in working with an elected Board or Council is highly desirable.

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include graduation from high school, supplemented by college level courses in engineering, construction or a closely related field and four (4) years of progressively responsible experience in the production, operations, distribution, construction, and maintenance of water and wastewater systems, including at least three (3) years in a supervisory capacity.

**License:**

Must possess and maintain a valid California class C driver's license and have a satisfactory driving record.

**PHYSICAL DEMANDS**

Employees must meet the following requirements which are necessary to successfully perform the essential functions of this class: communicate in person, in writing, and/or by telephone with management, co-workers, and the public in face-to-face, one-to-one, and group settings; use office equipment such as computer terminals; stand or walk for extended periods of time; have hearing and vision within normal ranges; carry, push, reach and lift up to 25 pounds; occasionally stoop, kneel or crouch; sufficient manual dexterity to perform assigned tasks; work standby, weekends and holidays as needed; travel by automobile.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to inspect/visit various District locations/facilities vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking

between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 50 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Employees work primarily in the field and are occasionally exposed to loud noise levels, cold and/or hot temperatures, vibration, confining workspace, chemicals, dust, fumes, waste products, mechanical and/or electrical hazards. Incumbents are required to work on all types of floor surfaces, in a variety of facilities, in varying temperatures. Incumbents may be exposed to blood and body fluids while cleaning and are required to wear appropriate attire for the area to which they are assigned. Employees may interact with upset staff and/or public and private representatives, and contractors in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

May be required to work on evenings, weekends, and holidays.

**Note:** All employees of the Town of Discovery Bay Community Services District are designated by state law to be “Disaster Service Workers.” In the event of a declared emergency or any undeclared emergency or natural disaster that threatens the life, health and/or safety of the public, employees may be assigned to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees’ normal work assignments and may continue through the recovery phase of the emergency.