

WATER RESOURCES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex technical and office support related to all programs and activities of the Water Quality Control Division; administers current and long-range planning activities; manages the effective use of the appropriate City's public works maintenance resources to improve organizational productivity and customer service; provides complex and responsible support to the Public Works Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Public Works Director. Exercises direct and general supervision over the water and wastewater operations and maintenance, laboratory, storm water, and solid waste staff. Coordinates and monitors the work of outside contractors, vendors, and consultants as assigned.

CLASS CHARACTERISTICS

This is a mid-management classification that manages a division of the City's public works maintenance and operations activities, including collection system maintenance, wastewater treatment operations and maintenance, laboratory testing and analysis, water distribution pipes, wells, and related appurtenances maintenance operations, storm water, and solid waste operations. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing divisional-level support to the Public Works Director in a variety of areas. Successful performance of the work requires an extensive background as well as skill in coordinating departmental work of the Division. The incumbent is responsible for the implementation of the Urban Water Management Plan, Long-Term Wastewater Management Plan, Water Master Plan, Recycle Water Ordinance, Storm Water Ordinance and Storm Water Management Plan. This class is distinguished from the Public Works Director in that the latter has overall responsibility for all functions of the Department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights 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.

- Plans, manages, and oversees the daily functions, operations, and activities of the Water Quality Control Division.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned programs; continuously monitors and evaluates service delivery methods and procedures;

- assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director.
- Manages and coordinates the work plan for the division; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.
 - Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
 - Develops and reviews staff and regulatory reports related to collection system maintenance, wastewater treatment maintenance and operations, water distribution, water treatment maintenance and operations activities and services, laboratory, and storm drain maintenance activities and services; assists with reports presented to the City Council and other commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
 - Manages and participates in the development and administration of the division budget; oversees the budget for the division.
 - Provides complex staff assistance to the Public Works Director; prepares and presents staff reports and other necessary correspondence.
 - Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures, as appropriate.
 - Inspects and approves new construction and new development for proper water distribution and wastewater treatment and distribution systems, facilities, services, and locations.
 - Provides input to Development Engineering to assure coordination of new development with water, storm water and sewer system needs.
 - Coordinates with water engineering professionals to assure development of needed capital projects and maintenance of system plans and records.
 - Serves as Project Manager for construction of water, storm water and sewer projects.
 - Attends and participates in professional group meetings; stays abreast of new trends and innovations in the related fields; researches emerging products and enhancements and their applicability to City needs.
 - Establishes and maintains laboratory licensing under the Environmental Laboratory Accreditation Program (ELAP).
 - Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
 - Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
 - Responds to maintenance and repair emergency situations as required.
 - Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, project and program management, development, implementation and evaluation.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures, either directly or through subordinate levels of supervision.
- Applicable Federal, State, and local laws, codes, and regulations related to the operation of the Water Quality Control Division.
- Principles and practices of contract administration and evaluation.
- General principles of risk management related to the functions of the assigned area.

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- Recent and on-going developments, current literature, and sources of information related to the operations of the Water Quality Control Division.
- Safety principles and practices.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, schedule, assign, review, and evaluate the work of staff.
- Train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Perform the most complex maintenance duties and operate related equipment safely and effectively.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

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

Equivalent to graduation from an accredited four-year college or university with major coursework in water, wastewater, engineering, or a related field and eight (8) years of increasingly responsible

experience, including at least three (3) years in a management/supervisory role with experience in the management of a Water Reclamation Facility.

Licenses and Certifications:

Required:

- Valid California class C driver's license with satisfactory driving record.

Required within one year:

- *Possession of a Water Distribution Operator Certificate, a Water Treatment Operator Certificate issued by the State of California Department of Public Health (DPH), and a Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association (CWEA).*
- *Possession of a Grade I and eligibility for Grade II Wastewater Treatment Operator Certificate issued by the State of California Water Resources Control Board (SWRCB).*

Preferred:

- Possession of a Grade III and eligibility for Grade V Wastewater Treatment Operator Certificate issued by the State of California Water Resources Control Board (SWRCB).
- *Laboratory Technician Certificate issued by the California Water Environment Association (CWEA).*

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to work in a standard shop setting and use and operate a variety of tools, power tools, equipment, and machinery; to operate a motor vehicle and drive on surface streets; to identify mechanical issues, to identify and locate parts and repair tools/equipment, to inspect, analyze, and diagnose problems with automobiles, trucks, and a variety of gasoline and diesel-powered maintenance and construction equipment; strength, stamina, and mobility to perform light to medium physical work; vision to read printed materials and a computer screen; color vision to read various dials, gauges, and identify color-coded cables and wires; and hearing and speech to communicate in person and over the telephone. The job involves walking and working on slippery or uneven surfaces. Positions in this classification bend, stoop, kneel, reach, and climb to perform work. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees partially work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees also work in a centralized maintenance shop and may be exposed to loud noise levels, vibration, confining workspace, chemicals, dust, paint fumes, mechanical and/or electrical hazards, grease, oils, solvents, machinery with extremely hot surfaces and/or moving parts and moving objects or other vehicles. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.