

LEGEND:

Additions

Deletions

Approved August, 2009

Proposed December, 2018

CITY OF SANTA CLARA, CALIFORNIA
WATER AND SEWER ~~SUPERINTENDENT~~ *OPERATIONS MANAGER*
(Unclassified)
(180)

EDUCATION AND EXPERIENCE

- Education and experience equivalent to completion of an Associate of Arts Degree ~~(60 semester or 90 quarter units)~~ in Public Administration, Business Administration, Civil Engineering, or related field; and
- Eight (8) years of increasingly responsible experience in work involving construction, maintenance and operation of water distribution systems, at least two (2) years of which shall have been in a supervisory capacity.

Possible Substitutions:

- Additional qualifying experience may be substituted for the required education on the basis of one year for 30 semester units.

Desirable Qualifications:

- *A Bachelor's Degree from in Public Administration, Business Administration, Civil Engineering, or related field is desirable.*

LICENSES AND/OR CERTIFICATES

The following are required at time of application and for the duration of employment:

- A valid California Class C driver's license
- *A valid Collection System Maintenance Certificate (Grade 3 or above) issued by the California Water Environment Association is highly desirable*
- A valid Water Distribution Operators Certificate (Grade D-2 or above), issued by the California Department of Public Health. A Grade D-3 Certificate must be obtained within one year of appointment.
- ~~A valid Collection System Maintenance Certificate (Grade 3 or above) issued by the California Water Environment Association is desirable.~~

DISTINGUISHING CHARACTERISTICS

This is a division manager position in the Unclassified service, responsible for the work of field crews engaged in the construction, maintenance, and operation of the City's water distribution and sewer systems. The incumbent supervises, schedules, plans, organizes and directs the staff and program functions of the division's field operations in order to meet departmental goals and objectives. This position is the Legally Responsible Official (LRO) for the City and is responsible for the Sanitary Sewer Overflow Response as well as implementation of and compliance with the City's Sanitary Sewer Management Plan.

WATER AND SEWER ~~SUPERINTENDENT~~ *OPERATIONS MANAGER* (Ccontinued)

As a member of the City's Unclassified Service, this is an "at will" position and the incumbent serves at the discretion of the City Manager. An incumbent in this classification: demonstrates strong ethical, professional, and service-oriented leadership and interpersonal skills; sets a good example; and correctly applies the tenets of the City's Code of Ethics and Values.

TYPICAL DUTIES

~~This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.~~ *Duties may include, but are not limited to, the following:*

Under general direction:

- ~~Assign, manage and review the work~~ *Plans, directs, organizes, manages and coordinates the activities* of the Water Division in the construction, maintenance and operation of the City's water distribution system *and wastewater collection system, and related appurtenances*;
- ~~Develop work schedules, establish task priorities and adjust schedules to meet emergency conditions;~~
- ~~Determine the need for improvements, changes, replacement and rehabilitation of the water distribution system;~~
- Maintain knowledge of current Federal, State, County and local rules and regulations as they pertain to *safety and* the construction, maintenance, and operation of the water distribution system and sanitary sewer collection system, ~~and~~ *implement* changes as required to ~~ensure~~ compliance;
- *Provide technical assistance and consult with other departments on matters pertaining to water standards and maintenance;*
- Confer with Assistant Director of Water and Sewer Utilities to review and discuss day-to-day operations and to plan activities for optimum effectiveness in personnel and material utilization;
- *Assist with the development of goals, objectives and priorities that are in alignment with the Division, Department and City's vision, goals and objectives; develop and recommend department policies, practices and programs to provide optimal performance;*
- Assist in the preparation of the annual departmental budget;
- Develop, *evaluate*, and manage *staff development and* training programs for ~~the sewer, water distribution system construction, water maintenance, and water operations~~ *assigned* personnel;
- ~~Respond to emergencies affecting City's water distribution system and sewer collection system to coordinate and direct the activities of personnel and equipment;~~
- Ensure compliance with applicable safety regulations and administrative policies;
- *Supervise, train, and evaluate the work performance of assigned personnel; provide employee counseling and recommend employee discipline; participate in the selection of new employees* ~~Counsel and evaluate the performance of assigned personnel;~~
- ~~Participate and make recommendations in personnel management in the areas of recruitment, selection and supervision of assigned personnel;~~
- *Provide direct and general supervision to staff, and coordinate the work of assigned personnel*
- Oversee and report on the progress of assigned projects and ensure projects meet budget and quality goals;

WATER AND SEWER ~~SUPERINTENDENT~~ *OPERATIONS MANAGER* (Ccontinued)

- *Review and evaluate department performance; prepare studies to improve efficiency and production; and*
- ~~Inspect work in progress and upon completion and assist crews in resolving difficult work problems;~~
- ~~Instruct work crews in work techniques, use of equipment and safety precautions and requirements;~~
- ~~Investigate complaints and recommend corrective action as necessary to resolve complaints;~~
- ~~Recommend and assist in the implementation of department goals and objectives;~~
- ~~Monitor, track, interpret and report on operational and performance data;~~
- ~~Work with staff and outside contractors on construction and maintenance activities and ensure quality of work conforms to City standards; and~~
- Perform other related work as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Effective leadership, organization and management principles and practices;
- Principles of management, supervision, training and performance evaluation;
- Principles and practices of budgeting, communications, information technology, project management, performance standards, records management and the use of resources to achieve outcomes and expectation;
- The methods, tools, materials, *nomenclature* and functions of equipment used in the construction, maintenance and operation of water distribution and sanitary sewer collection systems;
- ~~Nomenclature of pipe, pipe fittings, meters, valves, pumps, control systems, and all other materials used in water distribution systems;~~
- Federal, State, County and City rules and regulations pertaining to the construction, maintenance, and operation of the water distribution and sanitary sewer collection systems;
- Principles of electrical and mechanical installation, function and maintenance; *and of instrumentation and controls;*
- ~~Principals of instrumentation and controls;~~
- City's Rules and Regulations for Water Service;
- Organizing and supervising the field operations of personnel engaged in water distribution system construction, maintenance and operation and sewer collection system operations and maintenance;
- *Safe work methods and safety regulations pertaining to water distribution and sanitary sewer collection systems.* ~~Office safety practices, procedures and standards;~~ and
- Implementation and enforcement of field and construction safety rules and practices, procedures and standards.

Ability to:

- *Analyze water/wastewater systems to identify problems and determine optimum solutions;*
- Establish *and maintain* cooperative working relationships with employees, public officials, contractors and the general public;
- Interpret, explain and enforce department policies and procedures;
- Lead and direct the operation of personnel and equipment under both routine and emergency

WATER AND SEWER ~~SUPERINTENDENT~~ OPERATIONS MANAGER (Ccontinued)

conditions;

- Direct, schedule, evaluate and train employees;
- Work as team player and be willing to deliver excellent customer service to both internal and external City clients;
- Communicate logically and clearly, both orally and in writing; follow oral and written instructions;
- Prepare and present clear and concise reports;
- Read and interpret construction plans, maps, charts, and graphs;
- Deal fairly, objectively and impartially with others;
- Exercise independent judgment and initiative with minimal supervision;
- Develop and establish division goals;
- Lead and motivate employees to accomplish established division and department goals;
- Take a proactive approach to customer issues;
- Make process improvement changes to streamline procedures;
- Keep accurate operational records and prepare reports;
- Maintain confidentiality regarding sensitive employee and customer information; and
- Bend, stoop, reach, carry, crawl, climb, and lift as necessary to perform assigned duties.

SUPERVISION RECEIVED

Works under the direction of the Assistant Director of Water and Sewer Utilities and/or Director of Water and Sewer Utilities.

SUPERVISION EXERCISED

Supervises Assistant Water and Sewer Superintendent, Assistant Water Superintendents (Operations, Maintenance and Construction), and Assistant Sanitary Sewer Superintendent. May be required to manage the work of all field personnel in the Water and Sewer Utilities in the absence of another division manager. May be required to direct the Department of Water and Sewer Utilities in the absence of the Director or Assistant Director of Water and Sewer Utilities.

SPECIAL CONDITIONS

Incumbents of this class may be required to work unusual hours in emergency situations and to be available on an "on call" basis.

Because of the possibility of emergency situations, it is required that the applicant be able to respond in person within 60 minutes to the City's Utility Center, located at 1705 Martin Ave.

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job.

CONFLICT OF INTEREST

Incumbents in this position are required to file a Conflict of Interest statement upon assuming office, annually and upon leaving office, in accordance with City Manager Directive 100.

CITY OF SANTA CLARA, CALIFORNIA
WATER AND SEWER OPERATIONS MANAGER

(Unclassified)
(180)

EDUCATION AND EXPERIENCE

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Desirable Qualifications:

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LICENSES AND/OR CERTIFICATES

The following are required at time of application and for the duration of employment:

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DISTINGUISHING CHARACTERISTICS

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WATER AND SEWER OPERATIONS MANAGER (continued)

TYPICAL DUTIES

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

Under general direction:

- Plans, directs, organizes, manages and coordinates the activities of the Water Division in the construction, maintenance and operation of the City's water distribution system and wastewater collection system, and related appurtenances;
- Maintain knowledge of current Federal, State, County and local rules and regulations as they pertain to safety and the construction, maintenance, and operation of the water distribution system and sanitary sewer collection system, and implement changes as required to ensure compliance;
- Provide technical assistance and consult with other departments on matters pertaining to water standards and maintenance;
- Confer with Assistant Director of Water and Sewer Utilities to review and discuss day-to-day operations and to plan activities for optimum effectiveness in personnel and material utilization;
- Assist with the development of goals, objectives and priorities that are in alignment with the Division, Department and City's vision, goals and objectives; develop and recommend department policies, practices and programs to provide optimal performance;
- Assist in the preparation of the annual departmental budget;
- Develop, evaluate, and manage staff development and training programs for assigned personnel;
- Ensure compliance with applicable safety regulations and administrative policies;
- Supervise, train, and evaluate the work performance of assigned personnel; provide employee counseling and recommend employee discipline; participate in the selection of new employees;
- Provide direct and general supervision to staff, and coordinate the work of assigned personnel
- Oversee and report on the progress of assigned projects and ensure projects meet budget and quality goals;
- Review and evaluate department performance; prepare studies to improve efficiency and production; and
- Perform other related work as required.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- Effective leadership, organization and management principles and practices;
- Principles of management, supervision, training and performance evaluation;
- Principles and practices of budgeting, communications, information technology, project management, performance standards, records management and the use of resources to achieve outcomes and expectation;
- The methods, tools, materials, nomenclature and functions of equipment used in the construction, maintenance and operation of water distribution and sanitary sewer collection systems;
- Federal, State, County and City rules and regulations pertaining to the construction,

WATER AND SEWER OPERATIONS MANAGER (continued)

- maintenance, and operation of the water distribution and sanitary sewer collection systems;
- Principals of electrical and mechanical installation, function and maintenance; and of instrumentation and controls;
- City's Rules and Regulations for Water Service;
- Organizing and supervising the field operations of personnel engaged in water distribution system construction, maintenance and operation and sewer collection system operations and maintenance;
- Safe work methods and safety regulations pertaining to water distribution and sanitary sewer collection systems; and
- Implementation and enforcement of field and construction safety rules and practices, procedures and standards.

Ability to:

- Analyze water/wastewater systems to identify problems and determine optimum solutions;
- Establish and maintain cooperative working relationships with employees, public officials, contractors and the general public;
- Interpret, explain and enforce department policies and procedures;
- Lead and direct the operation of personnel and equipment under both routine and emergency conditions;
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- Work as team player and be willing to deliver excellent customer service to both internal and external City clients;
- Communicate logically and clearly, both orally and in writing; follow oral and written instructions;
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SUPERVISION RECEIVED

Works under the direction of the Assistant Director of Water and Sewer Utilities and/or Director of Water and Sewer Utilities.

SUPERVISION EXERCISED

Supervises Assistant Water and Sewer Superintendent, Assistant Water Superintendents (Operations, Maintenance and Construction), and Assistant Sanitary Sewer Superintendent. May be required to manage the work of all field personnel in the Water and Sewer Utilities in the absence of another division manager. May be required to direct the Department of Water and

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Sewer Utilities in the absence of the Director or Assistant Director of Water and Sewer Utilities.

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