



CLASSIFICATION SPECIFICATION MANAGER OF OPERATIONS

Status: At-Will
FLSA Status: Exempt

Santa Ana Watershed Project Authority
Effective Date: September 13, 2021
Revision Dates: None

DEFINITION:

Under general direction from the Engineering Manager, the incumbent plans, organizes, and administers comprehensive programs and projects for the Agency's operation functions, including wastewater systems, fleet management, and building maintenance; ensures the Agency's wastewater systems are in compliance with all regulatory requirements; provides professional advice to management on the resources required to operate and maintain the Agency's facilities in a safe, reliable and cost-effective manner that meets all regulatory requirements. Represents SAWPA before City, County, State, and Federal administrative and regulatory agencies; and coordinates assigned activities with other departments, outside agencies, and the general public.

All SAWPA employees are designated Disaster Service Workers pursuant to state law (California Government Code Sections 3100-3109) and are expected to work overtime, weekends, evenings and holidays as required to accommodate the Agency needs, in addition to responding as a Disaster Service Worker.

SUPERVISION EXERCISED:

The Manager of Operations classification reports to the Engineering Manager and exercises direct supervision over operation's personnel.

DISTINGUISHING CHARACTERISTICS:

Plans, coordinates, supervises, and directs all activities and staff/consultant personnel engaged in the activities of the Agency's operation and maintenance functions. Assignments are very broad in scope, involve complex issues and require substantial independent judgment, interpretation, and evaluation. Work involves significant accountability and independent decision-making responsibilities.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES:

These examples are illustrative of the various types of work which may be performed. Omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

- Lead, plan, organize and establish performance standards for Agency operated facilities.
- Participate in short and long-range planning for operations system needs and requirements.
- Participate in the development and implementation of goals, objectives, policies, and priorities for Agency programs; develop and ensure adherence to project policies, rules, and procedures; interpret and implement policies and goals set by the Commission, Committees, and General Manager.
- Participate in the development, administration, and monitoring of assigned budgets; allocate limited resources in a cost-effective manner; develop, review, approve and manage construction project budgets.
- Plan, direct, manage, and delegate the activities and functions of assigned Agency operation and maintenance projects and programs; provide leadership and direction to assigned staff.
- Coordinate activities with operational and construction activities of outside contractors, and agencies.

- Review engineering design plans and master plans for systems and facilities to ensure conformance with applicable standards and policies.
- Participate in the preparation and update of Agency's emergency response procedures.
- Ensure Agency's Cal/OSHA compliance responsibilities in implementing and maintaining an Injury and Illness Prevention (IIP) Program.
- Development and implementation of the Sewer System Management Plan.
- Development and implementation of preventive, predictive, and corrective maintenance programs, maintenance and regulatory compliance, and maintenance planning.
- Procurement of materials and supplies – specify, source, price, preparation of procurement documents.
- Assist in the preparation and recommend the adoption of ordinances and proposed legislation affecting Agency activities and functions.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Permit compliance and reporting.
- Dig alert marking and recordkeeping.
- Manage service contracts for variety of activities not performed by operations personnel.
- Select, train, motivate and direct operations personnel; evaluate and review work for acceptability and conformance with established goals and performance measures, including program and project priorities and performance evaluations; work with employees on performance issues; recommend appropriate corrective/disciplinary action to address performance deficiencies; respond to assigned staff questions and concerns.
- Represent the Agency at community, technical organization, and professional meetings as required.
- Prepare and present reports at public, board, committee, Commission, and legislative body meetings.
- Supervise the preparation and review of interagency agreements and contracts as required.
- Coordinate necessary right-of-way entry for Agency activities and projects for existing easements, permits and licenses.
- Direct and participate in the selection of consultants to provide a wide range of services for the agency; prepare and manage contracts for consultant services; direct, coordinate, and review the work of consultants performing services on behalf of the Agency.
- Conduct field inspections of project sites to review engineering and construction features.
- Develop, direct and coordinate implementation of goals, objectives, policies, procedures, and work standards for the department; within agency policy established appropriate budget and service levels.
- Represent SAWPA before City, County, State, and Federal administrative and regulatory agencies; and coordinate assigned activities with other departments, outside agencies, and the general public.
- Assist the Engineering Manager in the development, prioritization, communication and implementation of Rate Model, Business Plan, and marketing initiatives in support of the Agency's strategic goals.

OTHER JOB RELATED DUTIES:

- Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS:

Knowledge of:

- Operational characteristics, services, and activities of an operations program dealing with water and wastewater systems.

- Applicable Cal/OSHA standards and requirements.
- Modern and complex principles and practices of civil and related engineering fields as applied to the design and construction of water distribution and sewage collection systems and advanced water and wastewater treatment plants.
- Public Works Project policies and procedures including Government and Public Contract Codes relating to design and construction.
- Project management theory, principles, and practices and their application to a wide variety of activities.
- Advanced principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent Federal, State, and local laws, codes, and regulations.
- Word processing methods, techniques, and programs including spreadsheet and database operations.
- Safe driving principles and practices.

Skills and Abilities:

- Use modern office equipment including computer software applications related to the field of work.
- Define and explain key processes and business requirements within the department.
- Highly motivated professional who is a self-starter, resourceful and able to work independently with minimal supervision.
- Understand theory, principles, practices and methods required to operate water and waste water systems.
- Understand and utilize methods for the preparation of designs, specifications and estimates for engineering and construction programs and projects.
- Principles of advanced mathematics and their application to engineering and operations.
- Methods and techniques of field survey and construction practices.
- Utilize research methods and analysis techniques to prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
- Make engaging, effective oral presentations clearly, logically and persuasively before the Commission, Committees, numerous outside agencies and community groups.
- Understand, interpret, explain, apply and adhere to Agency personnel rules and policies governing assigned areas of responsibility and the ability to exercise independent judgment within general policy guidelines.
- Work on multiple concurrent assignments, often within tight timeframes using good business judgment.
- Establish and maintain effective working relationships with all levels of Agency staff, other governmental officials, contractors, vendors, and the public.
- Exercise tact and diplomacy in dealing with sensitive, complex and confidential situations.
- Perform highly detailed work under changing, intensive deadlines on multiple concurrent tasks.
- Proper English usage, punctuation, grammar and spelling.
- Creative thinker and ability to seek alternative solutions while articulating options to the Engineering Manager.

EXPERIENCE | TRAINING/EDUCATION | LICENSE

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

- **Experience:** Six (6) to eight (8) years of progressively responsible experience in water and wastewater systems collection and treatment systems, which included at least two (2) years in a managerial capacity.
- **Training/Education:** Bachelor's degree from an accredited college or university with major course work in civil engineering or a related field, or equivalent experience.
- **License or Certificate:**
 - Professional Engineer in the State of California is preferred.
 - A valid California Class C driver's license, which must be maintained throughout employment with the agency; maintain a driving record acceptable to the Agency's automobile insurance provider.
 - California Water Environment Association Collection System Maintenance Grade 3, or equivalent is highly desired.

SPECIAL NOTES

- **Working Conditions:**
 - Office Environment: 80% - 90% or more work time spent inside an office building; exposure to computer screens; exposure to wireless and cordless devices. Incumbent is expected to use principles of effective safety practices including the use of equipment in a proper and safe manner and maintain safe personal and common workspaces.
 - Exposure to sun: 10% - 20% or less work time may be spent outside a building and exposed to the sun. Ability to travel to different sites and locations.
 - Irregular or extended work hours: A 9/80 or 4/10 work schedule is maintained; occasionally required to change working hours or work longer hours.
 - Work under pressure with frequent interruptions while communicating and interacting with a variety of Agency personnel, the public, and others encountered in the course of work.
 - Work on multiple concurrent assignments, often within tight timeframes using good business judgment is necessary.
 - Environmental Elements: Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing agency/departmental procedures and procedures.
- **Essential Physical Characteristics:** *The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.*
 - Continuous: upward, downward and sideways flexing of the neck; hearing and vision within normal ranges with or without correction.
 - Frequent: sitting, rising from and lowering to a seated position, repetitive use of hands to operate computers, peripherals, printers, phones, and copiers; finger/hand coordination and dexterity to operate and adjust office equipment.
 - Occasional: walking, standing, bending and twisting of the waist, bending and twisting of the neck, use staircases, squatting, simple grasping, reaching above and below shoulder level, lifting and carrying files and binders up to 10 pounds, and lifting and carrying boxes up to 25 pounds.