

**OPERATIONS SERVICES DIRECTOR
Salary Grade 698**

DEFINITION

Under administrative direction and as part of the Senior Management team, serves as Chief Plant Operator and as the Department Manager for the Operations, Maintenance, Reclamation and Collection Departments, plans, organizes, directs and reviews a comprehensive program in support of all District activities related to the operation, collection, reclamation, maintenance and repair of equipment, facilities and related appurtenances as found in wastewater treatment plants, pump stations and related facilities, as well as water reclamation distribution systems and related facilities. This classification ensures that federal, state and local regulatory requirements are met; provides administrative support to the General Manager in areas of capital improvements, budget and a treatment plant operations program; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; exercises direct supervision over wastewater treatment and collection supervisory and operations staff; performs related work as assigned. This classification is designated as an “at-will” classification.

SUPERVISION RECEIVED AND EXERCISED

Administrative direction is given by the General Manager. General and direct supervision is provided to plant operations, maintenance, collections, reclamation, management and supervisory and support staff.

CLASS CHARACTERISTICS

This is a single-position senior management level classification responsible for overseeing and directing all activities of the Plant Operations, Maintenance, Reclamation and Collection Departments, including day-to-day operations, maintenance and repair, field operations functions. Responsible for short- and long-range capital improvement planning and budgeting and Operations Services budgeting. This position serves as Chief Plant Operator for the District. Responsibilities include coordinating the activities of the department with those of other appointed officials and managing and accomplishing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

EXAMPLES OF DUTIES (Illustrative Only)

- Plans, directs, reviews and evaluates, through subordinate management and supervisory staff, the overall operations and maintenance of the wastewater treatment plant, collection system, maintenance, water reclamation and related facilities, optimizing the use of staff, utilities, chemicals and materials.
- Develops and directs the implementation of goals, objectives, policies, procedures and work standards for the operations department.
- Prepares and administers the operations department's budgets, including materials and supplies, contract services, specified capital improvement projects and vehicle and equipment expenses.
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- Prepares and presents information and reports to the Board of Directors and other various governmental agencies, developers, contractors, business and industrial groups and the public.
- Provides for the selection, training, professional development and work evaluation of department staff; authorizes discipline as required; provides policy guidance and interpretation to staff.
- Contributes to the overall quality of the operations, collection and reclamation departments' service by developing, reviewing and implementing policies and procedures, as well as process control, to meet legal requirements and District needs.
- Coordinates activities of staff and the departments with those of other District departments and outside agencies.
- Participates in and provides input for the District's capital improvement program, including assisting the engineering department in determining facility construction and upgrade needs and providing project oversight and inspection as required.
- Confers with and represents the department and the District in meetings with members of the Board of Directors, various governmental agencies, developers, contractors, business and industrial groups and the public.
- Oversees the development or update of the District's wastewater and water reclamation plans and programs and other plans related to District infrastructure.
- Participates in the management of the District's Safety Program.
- Prioritizes and allocates available resources; reviews and evaluates program and service delivery, makes recommendations for improvement and ensures maximum effective service provision.
- Prepares and directs the preparation of a variety of written correspondence, reports, procedures and other written materials.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations and technology that may affect departmental operations; implements policy and procedural changes as required.
- Provides technical advice to the District's management and the Board of Directors in District operations and maintenance matters.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of the development, operations, collection, maintenance and management of wastewater treatment plants and water reclamation distribution systems and related facilities.
- Principles and techniques of capital improvement design, construction, inspection, funding and long-term maintenance.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget development, administration and accountability.
- Applicable laws, codes and regulations.
- Computer applications related to the work, including programming and management of the District's SCADA system.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.

- Techniques for dealing with a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Techniques for conflict resolution to diffuse difficult situations involving irate and/or abusive customers, contractors, the general public and to solve other conflicts with third parties.

Skill in:

- Planning, organizing, administering, coordinating, reviewing and evaluating a comprehensive wastewater treatment plant, collection and water reclamation distribution systems and related facility construction, operations and maintenance program.
- Reading and interpreting plans, specifications and diagrams used in the design and construction of wastewater treatment facilities and water reclamation distribution systems.
- Administering programs and the work of staff directly and through subordinate levels of supervision.
- Providing for the selection, training, development, motivation and work evaluation of staff.
- Developing and implementing goals, objectives, policies, procedures, work standards and internal controls for the department.
- Establishing and directing effective safety training programs.
- Interpreting, applying and explaining complex laws, codes, regulations and ordinances.
- Effectively representing the department and the District in meetings with governmental agencies, community groups and various business, professional, educational, regulatory and legislative organizations.
- Preparing and directing the preparation of clear and concise reports, correspondence, policies, procedures and other written materials.
- Using tact, initiative, prudence and independent judgment within general policy and legal guidelines.
- Establishing and maintaining 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:

Experience: Seven (7) years of increasingly responsible experience, including supervision or management, of wastewater treatment plant operations and maintenance, at least two years of which was at a facility of comparable size and complexity to that of the Napa Sanitation District.

Education: Equivalent to a Bachelor's degree from an accredited college or university with major coursework in environmental engineering, environmental science, biology, chemistry, business, or a closely related field.

Licenses and Certifications:

Must possess a valid California class C driver's license and have and maintain a satisfactory driving record. Must possess a California Grade V Wastewater Treatment Plant Operator's certificate, or the ability to obtain within one (1) year.

Physical Demands:

Must possess physical characteristics to perform the critical and important duties of this class including, sufficient strength to lift at least 50 pounds, climb stairs and ladders, bend, stoop and kneel, stand for long periods of time, work on uneven surfaces, distinguish between colors and

work in and around raw and treated wastewater. Must possess mobility to work in a standard wastewater treatment plant and office setting and use certain specialized equipment, instrumentation and standard office equipment, including a computer;; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone and a two-way radio.