



December, 2017

## **FINAL DRAFT**

### **OPERATIONS SERVICES DIRECTOR Salary Grade 698**

#### **DEFINITION**

Under administrative direction, serves as department manager of the Operations Department, and is a member of the Senior Management team; areas of responsibility include operations, maintenance, reclamation, and collection; assumes responsibilities of the Chief Plant Operator; provides administrative support to the General Manager in areas of capital improvements, budget, and all operations and maintenance programs; fosters cooperative working relationships with intergovernmental and regulatory agencies and various public and private groups; may serve as General Manager in that individual's absence; and performs other duties as assigned.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the General Manager. Exercises direct supervision over management, supervisory, professional, technical, and clerical staff.

#### **CLASS CHARACTERISTICS**

This is a single-position senior management level classification responsible for overseeing and directing all activities of the Operations Department; the incumbent plans, organizes, directs, and reviews a comprehensive program in support of all District activities related to treatment plant operations, wastewater collection system maintenance, pump stations and water reclamation distribution systems. Assumes responsibility for short- and long-range capital improvement planning and budgeting as well as regulatory compliance for assigned department operations. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines. This class is distinguished from the General Manager in that the latter is responsible for the management, direction, and administration of all District departments, programs, functions, operations, and services.

#### **EXAMPLES OF DUTIES (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.*

- 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; serves as the District's Chief Plant Operator (CPO)
- Develops and directs the implementation of goals, objectives, policies, procedures, and work standards for the department.
- Prepares and administers the department's budgets, including materials and supplies, contract services, specified capital improvement projects, and vehicle and equipment expenses.

- Attends Board of Directors and Committee meetings; prepares and presents staff reports and agenda items for consideration by the Board; serves as an advisor to the General Manager and Board on operations and maintenance and regulatory compliance; assists the General Manager in carrying out Board directives.
- 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 department's 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 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.
- Performs other 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, and program development and implementation.
- Principles and practices of budget development, administration, and accountability.
- Applicable laws, codes, and regulations.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Methods and techniques of managing and programming Supervisory Control and Data Acquisition (SCADA) systems.
- Modern office practices, methods, and computer equipment and specialized applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service effectively dealing with the public, vendors, contractors, and District staff.

**Ability to:**

- Plan, organize, administer, coordinate, review, and evaluate comprehensive wastewater treatment plant, collection and water reclamation distribution systems, and related facility construction, operations, and maintenance programs.
- Read and interpret plans, specifications, and diagrams used in the design and construction of wastewater treatment facilities and water reclamation distribution systems.
- Formulate and implement programs, budgets and administrative operations.
- Administer programs and the work of staff directly and through subordinate levels of supervision.
- Provide for the selection, training, development, motivation, and work evaluation of staff.
- Develop and implement goals, objectives, policies, procedures, work standards, and internal controls for the department.
- Establish and direct effective safety training programs.
- Interpret, apply, and explain complex laws, codes, regulations, and ordinances.
- Effectively represent the department and the District in meetings with governmental agencies, community groups and various business, professional, educational, regulatory, and legislative organizations.
- Prepare and direct the preparation of clear and concise reports, correspondence, policies, procedures, and other written materials.
- Operate modern office equipment, including computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence and independent judgment within general policy 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:*

**Education**

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in environmental engineering, environmental science, biology, chemistry, business, or a closely related field.

**Experience**

Seven (7) years of progressively responsible experience, two (2) years of which must be in a management or supervisory capacity in a facility of comparable size and complexity to that of the Napa Sanitation District.

**Licenses and Certifications:**

- Must possess a valid California Class C Driver's License and maintain a satisfactory driving record.
- Must possess a California Grade V Wastewater Treatment Plant Operator's certificate, or must obtain within one (1) year of appointment to the classification.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting of use standard office equipment including a computer; to operate a motor vehicle and visit various District sites; vision to detect shades of color and read printed materials and a computer screen; smell to identify odors, and hearing and speech to communicate in person and over the telephone or radio. The job involves some fieldwork requiring

walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds, or heavier weights with the use of proper equipment and assistance from other staff.

### **ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise level, controlled temperature conditions and no direct exposure to hazardous physical substance. When in a field environment, employees are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspaces, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.