



City of Irving Job Description

Water Programs Manager

FLSA Status:	Non-Exempt	Job Department:	Water Utilities
Job Code:	36051	Reports To (Job Title):	Water Utilities Director

PURPOSE

To manage, oversee and provide high-level judgment and decision making regarding the design and implementation of a wide variety of programs that support the Water Utilities Department including environmental compliance, water conservation, leak detection, technical training for water licensing, management skills training, process improvement through Lean Six Sigma, and public relations and education related to the full scope of water operations and conservation.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Participate with the management team of the Water Utilities Department in strategic planning, budgeting, establishing goals/objectives, creating work schedules, policies and procedures and general department administration; deliver management skills training and soft skills training for Water Utilities employees.
- Direct, administer, research and participate in process improvement initiatives using a variety of tools and approaches including Lean Six Sigma.
- Plan, prioritize, assign, supervise and review the work of staff assigned to the Water Programs Division; evaluate operations and activities of the division; recommend improvements and modifications.
- Prepare reports regarding division operations and activities including statistical analyses of GPCD and non-revenue water (water loss); participate in KPI (key performance indicator) monitoring; Coordinate programs, marketing and education with other Metroplex cities and the Region C Water Planning Group.
- Ensure training program supports maintenance of required TCEQ certifications across the department.
- Oversee and manage the selection of staff, provide or coordinate training, work with employees to correct deficiencies; implement discipline procedures; reinforce concepts of work safety and investigate accidents.
- Receive, investigate and respond to customer complaints; answer questions and provide information to the public concerning water programs.
- Review and plan for repair and replacement of equipment and vehicles; requisition tools, supplies, materials and novelties; prepare item specifications; ensure compliance with purchasing procedures.
- Design, develop, coordinate and implement educational incentives and opportunities and assist with educational programming and related activities to support promotion of water conservation initiatives; solicit participation of department staff in school events including career fairs and other civic events and educational opportunities.
- Develop and maintain an ongoing relationship with the IISD Career and Technology Education Program to assist with readying Irving students for testing to obtain TCEQ class D Water and Collection 1 licensing.
- Create and edit documents and reports critical to industry regulations (TCEQ) and department operations including ordinances, The City of Irving Emergency Water Management Plan (Drought Contingency Plan and Water Conservation Plan), annual reports for TCEQ and TWDB, policies and procedures, city ordinances and formal presentations.

- Prepare a wide variety of public relations information regarding water programs including articles for the city newsletter and water bill inserts, web site postings and video footage for department and city-wide initiatives.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Attend and present material at a variety of public events and festivals which may include career fairs, Community Fest, Earth Day Festival, HOA meetings and school related events; deliver information on water programs, the current drought status, water conservation initiatives and other water-related topics.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 3 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for administering and coordinating a division budget of approximately \$300,000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in Business, Environmental Science, Public Administration or a closely related field.

EXPERIENCE

- Minimum of five (5) years of increasingly responsible related experience, including two (2) years of high level administrative and supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, state-issued driver's license, or the ability to obtain, may be required.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution, including strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Personnel and Human Resources (HR): Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and termination.
- Education and Training: Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Water Conservation: A wide variety of water conservation principles and practices that can be applied to minimize water loss.
- Water Ordinance Enforcement: The city's drought contingency plan and the restrictions that must be enforced as well as how to prepare an NOV or citation that can be supported within the municipal courts in Irving.
- Office Software: Current word processing presentation, spreadsheet and database programs used by the city.

SKILLS AND ABILITIES IN

- Management of Financial Resources: Determining how money will be spent to get work done and accounting for expenditures.
- Judgment & Decision Making: Weighing the relative costs/benefits of a potential action.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do assigned work.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Presentation delivery: Speaking and delivering information to audiences in a manner that ensures thoroughness, clarity and understanding.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Reading Comprehension: Reading and interpreting documents.
- Mediate & Negotiate: Bringing others together to reconcile differences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.

- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Persons contacted in the performance of duties include the senior management team of the city, vendors, executives and staff of other agencies, other city staff including department directors and managers and staff of regulatory agencies for purposes of researching information and policy, negotiations, persuasion and delivering presentations.

EQUIPMENT AND PROPERTY

This position utilizes a full scope of general office equipment including computers, copiers and fax machines; work activities require operation of a vehicle to drive from one work site to another.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee is constantly required to listen, see, and/or talk. Frequently, s/he is required to drive a vehicle, carry, lift up to 10 pounds, sit, stand, and/or walk. Occasionally, s/he is required to grasp, handle, feel, kneel, lift up to 25 pounds, pull, push, reach, and/or stoop. In rare instances, s/he is required to balance, climb, crawl, lift up to 50 pounds, and/or smell.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work assigned to this classification is primarily performed in an office setting with some trips into the field for purposes of patrolling for water ordinance violations or travelling to meetings. The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.