



City of Irving Job Description

Utilities Operations Manager

FLSA Status:	EXEMPT	Job Department:	Water Utilities
Job Code:	36061	Reports To (Job Title):	Water Utilities Director

PURPOSE

To manage, plan, direct and review the daily activities and operations of the water distribution and wastewater collection systems which includes the operation, maintenance and repair of water and wastewater systems and maintenance of water quality to ensure public health, safety and welfare.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Manage and oversee day-to-day responsibilities for water utilities operations including repair and maintenance activities for water distribution and wastewater collection and assists with raw water pumps and motors.
- Participate with the management team of the Water Utilities Department in strategic planning, budgeting, establishing goals/objectives, creating work schedules, policy and procedures and general department administration.
- Participate in process improvement initiatives using a variety of tools and applications including Lean Six Sigma; monitor KPIs for assigned work units and work toward continual improvement.
- Plan, prioritize, delegate, supervise and review the work of staff assigned to water distribution and wastewater collection divisions.
- Respond to citizen inquiries, complaints and claims related to utilities operations.
- Approve requisitions of supplies, material and equipment for use by assigned divisions.
- Serve as department safety officer including conduct of regular safety meetings, following safe work practices, investigating work related accidents/injuries and meeting monthly with the city's Safety Review Committee.
- Manage the field emergency operations for Water Utilities.
- Develop, review and implement all personnel management functions within assigned divisions including selection, supervision, training, performance evaluations, discipline and terminations to ensure orderly and safe work practices.
- Plan and review technical training programs in support of TCEQ licensing and regulations.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Coordinate water utilities operations and activities with other outside city departments & agencies.
- Arrange for service, repair, maintenance and replacement of department equipment.
- Support partnership with IISD by attending / speaking at various classes, functions, & conferences.
- Plan and moderate meetings for regional agencies with interests related to department functions.

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 81 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop and administer a budget of approximately \$8.9 million to support all operations and activities of assigned division and work groups.

QUALIFICATIONS:

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

EDUCATION

- Bachelor's degree from accredited four year college or university in business administration, building construction, or a related field.

EXPERIENCE

- Minimum of five (5) years water and wastewater operations and maintenance experience including at least two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver's license
- Minimum of a B license in Water Distribution and a B (or Class III) Wastewater license through the Texas Commission on Environmental Quality

KNOWLEDGE OF

- Architectural Principles: Reading and writing basic plans and blueprints.
- Design: Design techniques, principles, tools, and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models.
- Construction Principals: Materials, methods, and the appropriate tools to construct objects, structures and buildings.
- Budgeting and Accounting: Budgeting and accounting principles and practices, and the analysis and reporting of financial data.
- 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; customer service oversight.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Environmental Laws and Regulations: Federal, state, and local environmental laws and the ability to apply current information to given situations.

- Construction Contracts: Regulations and principles for developing specifications, bidding projects, and approving invoices for payment.
- Public Safety and Security: Public safety and security operations, rules, regulations, precautions, prevention and the protection of people, data, and property.
- Regulations: Understanding of federal, state, and municipal restrictions, laws, and ordinances that govern the planning and ongoing management of a project.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Utilities Construction: Engineering and other materials, methods, laws, and tools to safely and accurately complete utilities construction projects.
- Personnel & Human Resources (HR): Policies and practices involved in personnel / HR functions; including: selection, supervision, training, performance appraisal & termination.

SKILLS AND ABILITIES IN

- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Active Learning: Working with new material or information to grasp its implications.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- System Analysis: Determining how a system should work and how changes in conditions, operations and the environment will affect outcomes.
- System Evaluation: Identifying measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system.
- System Perception: Discerning when important changes have occurred or likely will in a system.
- Information Organization: Finding ways to structure or classify multiple pieces of information.
- Functional Supervision: Motivating, developing, and directing people as they work.
- Service Orientation: Actively looking for ways to help people.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do established work.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Self-Management: Working well independently and without supervision.
- Maintaining Current Knowledge: Reading, analyzing, and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, or diagram form.
- Negotiation and Conflict Resolution: Bringing others together to reconcile differences.
- Written and Oral Expression: Communicating information and ideas in writing, as well as through speech, so others will understand.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Reading Comprehension: Reading and interpreting documents.
- Effective Interviewing: Using oral language, social perceptiveness, and reasoning skills simultaneously to conduct fair panels that facilitate discovery of the optimum candidate.
- Interactive Presentation: Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- Persuasion: Convincing others to approach things differently.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Interacts with a wide variety of city staff from support staff through department director level as well as external customers for problem solving and explanatory purposes. Contacts with vendors are also critical to effective work products and results.

EQUIPMENT AND PROPERTY

Operate assigned city vehicle for travel to and from work sites; use the full range of general office equipment including computers, printers, copiers, fax machines and telephone systems.

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 drive a vehicle, grasp, handle, feel, listen, reach, see, sit, smell, stand, talk and/or walk. Frequently, s/he is required to crawl, kneel, balance, push, pull and/or stoop. Occasionally, s/he is required to lift up to 100 pounds.

WORK ENVIRONMENT

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

The employee regularly is exposed to extreme vibration, confining work space, dirty environment, electrical hazards, extreme temperatures or weather conditions, air contamination, high and precarious work places, moving mechanical parts, noise, violence and/or toxic or caustic materials.

* 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.