

## **OPERATIONS MANAGER**

*This class specification indicates, in general terms, the type and level of work performed as well as the responsibilities of employees in this classification. The job functions described are not to be interpreted as being all-inclusive to any specific employee.*

### **DEFINITION**

Under general direction, directs, manages, supervises, and coordinates the activities, programs, projects, and operations of the Operations Division(s) in the Operations and Maintenance Department; manages, plans, and reviews all operational activities and engineering process controls to ensure compliance with regulatory requirements including safety, water, land, and air issues; coordinates assigned activities with other divisions, departments, and outside agencies; provides highly responsible and complex managerial support to the Director of Operations and Maintenance; and performs duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Department Director. Exercises direct supervision over supervisory, professional, technical, and administrative support staff through subordinate levels of supervision.

### **CLASS CHARACTERISTICS**

This is a management classification responsible for managing a division in the Operations and Maintenance Department. This classification is responsible for developing and implementing policies and procedures for assigned division, short- and long-term planning, budget administration and reporting, and coordination of key programs/projects with other OC San divisions and departments and external agencies. Positions apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Positions generally serve as advisors and contributors to executive management on policies, procedures, and major OC San initiatives.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*The following essential job functions are typical for this classification. Incumbents may not perform all of the listed job functions and/or may be required to perform additional or different job functions from those set forth below to address business needs and changing business practices.*

- Assumes management responsibility for assigned services and activities of the Operations Division(s) including operation of wastewater treatment plants and all of the sub-facilities and processes; ensures compliance with all federal, state, and local laws and regulations regarding safety, water, land, and air issues.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; optimizes organizational structure and staffing levels by monitoring effectiveness of work performed and reviewing business practices and performance metrics; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; selects, trains, and motivates staff; provides policy and procedural guidance and interpretation; provides technical and

- safety training; evaluates performance, works with employees on performance issues and training and development, and implements discipline and termination procedures.
- Ensures all certified operations personnel meet state requirements to legally work in, operate, and perform required duties in the operation of the wastewater treatment facilities.
  - Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
  - Provides support to the Capital Improvement Program (CIP) design process utilizing appropriate staff and technical resources to meet schedules and deadlines; provides specialized information, remains involved in the design process, and supports special studies and projects initiated by operations engineering and research.
  - Establishes priorities for meeting plant emergencies and "sequence of events" to ensure critical path systems and processes are given appropriate attention and focus; develops resources and training to meet various potential plant emergencies.
  - Performs sight and sound inspections of plant process units, power generation units, equipment, and facilities to ensure safe, effective, and efficient operation of wastewater treatment facilities or generation of electrical power in accordance with permit requirements; reviews and maintains tracking of various permits and effluent constituencies; recommends or initiates new or revised process changes, controls, or equipment.
  - Serves as the liaison for the Operations Division(s) with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues; provides strategic guidance on projects and initiatives.
  - Provides responsible staff assistance to the Director of Operations and Maintenance; conducts a variety of organizational studies, investigations, and operational studies; reviews and analyzes data; reviews, prepares, and presents staff reports and other necessary correspondence.
  - Attends and participates in professional group meetings; serves as staff on a variety of boards, commissions, and committees; stays abreast of new trends and innovations in the field of wastewater treatment and process engineering.
  - Responds to and resolves difficult and sensitive inquiries and complaints; evaluates requests for maintenance, repair, and construction assistance; ensures assigned division meets the needs of internal and external customers.
  - Ensures OC San's safety and health programs are implemented and carried out in the assigned division(s).
  - Performs duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of assigned area of responsibility.
- Principles and practices of employee supervision, including work planning, assignment, review, evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Administrative principles, practices, and methods including goal setting, program development, implementation, evaluation, policy and procedure development, quality control, and work standards.
- Advanced principles, practices, operating procedures, methods, tools, materials, and equipment related to the operation and maintenance of a wastewater treatment plant, interplant gas pipeline, and related facilities.
- Principles and practices of civil, environmental, sanitary, and professional engineering.
- Principles and techniques of various processes and sub processes that effectively result in the efficient treatment of wastewater, including industrial controls technology and power distribution.

- Advanced principles of chemistry, biology, and mathematics.
- Safety principles, practices, and procedures of all facilities, equipment, and materials used in wastewater treatment, power generation, and wastewater collection systems.
- Safety, documentation, and compliance required of the “Operator-Qualified” Department of Transportation gas-line operator.
- Principles and procedures of record keeping and reporting.
- Principles and practices of budget and contract preparation and administration.
- Applicable federal, state, and local laws, codes, and ordinances relevant to area(s) of responsibility.
- Techniques for effectively representing OC San in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Current equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for assigned division(s).
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Prepare and administer budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Respond to and investigate inquiries and complaints and prepare an appropriate response; effectively resolve conflict within assigned area of responsibility, negotiate and resolve complex issues.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of division and department goals and objectives.
- Conduct research, analyze, interpret data, draw conclusions, and summarize and present information, reports, and data in an effective manner.
- Read and interpret drawings, blueprints, maps, and specifications.
- Understand, interpret, apply, and ensure compliance with all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the department in meetings with governmental agencies, contractors, vendors, community groups, the public, various business, professional, regulatory, and legislative organizations.
- Prepare or direct the preparation of clear and concise reports, correspondence, and other written material.
- Direct the establishment and maintenance of a variety of manual and computerized files, record keeping, and project management systems.
- Operate a motor vehicle and travel to OC San sites, projects, and/or meetings.
- Independently organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use tact, initiative, prudence, and independent judgment within general policy, legal, and procedural guidelines.
- Comply with safe work practices and procedures in the workplace.
- Provide a high level of customer service by effectively dealing with the public, vendors, contractors, and OC San staff.
- Effectively use computer systems, software applications relevant to work performed and modern business equipment to perform a variety of work tasks.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Employment Standards:**

Any combination of education and experience that provides the required knowledge, skills, and abilities may be qualifying as determined by OC San.

1. Bachelor's degree from a college or university accredited by the U.S. Department of Education, with major coursework in engineering, wastewater treatment, business or public administration, or a related field.
2. Eight (8) years of increasingly responsible work experience in wastewater treatment plant operations, including four (4) years of progressively more responsible experience as project or technical lead or supervisory experience.

**Licenses and/or Certifications:**

- Must possess a valid California Class C Driver's License.
- Must possess a valid Grade V California Wastewater Treatment Plant Operator Certificate.

**Disaster Service Workers:**

All Orange County Sanitation District employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with the Orange County Sanitation District requires the affirmation of a loyalty oath to this effect. Employees are required to complete all related training as assigned, and to return to work as ordered in the event of an emergency.

**PHYSICAL DEMANDS**

- Mobility to work in a standard office setting and use standard office equipment, including a computer; this is primarily a sedentary office classification although standing in work areas and walking between work areas may be required; operate a motor vehicle to travel to various OC San sites, projects, and/or meetings; occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; ability to lift, carry, push, and pull materials and objects up to 35 pounds.
- Vision to read printed materials and a computer screen.
- Hearing and speech to communicate in person and over the telephone.
- Finger dexterity to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.

**ENVIRONMENTAL ELEMENTS**

- Office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.
- May work in the field with occasional exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, heights, chemicals, mechanical and/or electrical hazards, hazardous physical substances and fumes, dust, and air contaminants.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**OTHER REQUIREMENTS**

- Probationary Period: All OC San employees, except classifications considered “at-will”, are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, policies, and/or resolutions. Employees who have not yet successfully completed their initial probationary period serve “at-will” and may be released from employment without cause or recourse to any appeal or grievance procedures.
- Pre-Employment: All employment offers are contingent upon successful completion of OC San’s pre-employment process, which includes a background investigation, a physical examination, and a drug screen.
- Work Location Assignment: Employees will be assigned to a work location based on business needs which may be located at any/all of OC San locations; this work location may be changed at any time.