

MANAGER, UTILITY OPERATIONS

SUMMARY/PURPOSE

To manage the Utility Operations Division of the Public Works & Utilities Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Plan, direct, supervise and evaluate utility operations and programs, including water, gas, wastewater, and storm water.
2. Formulate and implement division policies and procedures.
3. Assess current operations, procedures, problems, or needs.
4. Formulate, recommend, implement, and evaluate the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
5. Establish long- and short-range goals and objectives within budgetary constraints.
6. Develop and monitor division budget and approve purchase of supplies, parts, equipment, and service contracts.
7. Participate in pre-design meetings and advise on necessary design modifications.
8. Participate in pre-construction meetings to coordinate projects, establish timelines, etc.
9. Monitor and review jobs in progress and provide direction and assistance with operational problem solving.
10. Develop and maintain a division management information system to include critical operational data and a work request scheduling procedure, such as the Geographical Information System.
11. Establish procedures to audit, monitor, and evaluate the division's activities for proper fiscal practices and adherence to grant provisions and other legal or policy requirements.
12. Develop and monitor comprehensive utility operations plans.
13. Disseminate instructions and information to employees through oral and written instructions.
14. Manage employee performance, and provide training, coaching, and mentoring for employees. Conduct consistent, fair, and equitable performance evaluations.
15. Provide clear, sufficient, and timely information to the unit workers about plans, expectations, tasks, and activities.
16. Demonstrate support for the organization by managing the efforts, behavior, and quality of work produced within the unit.
17. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and moving forward within the work environment.
18. Coordinate work schedules and approve or reject leave requests.
19. Effectively recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
20. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
21. Serve as liaison to the community to interpret the objectives of the division and department and to answer citizen inquiries, requests and complaints.
22. Collaborate with staff, other departments, citizens, and other public groups and with federal, state, and local agencies or authorities to bring about effective operation and improvement of programs, rules, or laws related to wastewater, storm water, and water and gas distribution.
23. Represent the division at City Council meetings, legislative hearings, neighborhood meetings, and to public officials and outside agencies.
24. Ensure compliance with City and department policy, and with union bargaining agreements.
25. Ensure compliance with safety rules, and monitor accident investigations conducted by supervisors.
26. Develop and maintain a capital equipment replacement program for the division.
27. Prepare written reports, correspondence, and bid specifications as necessary.

28. Develop and maintain division's capital improvement plan and coordinate with the Street Improvement Plan.
29. Coordinate operations during emergency situations.
30. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Bachelor degree in engineering, physical science, or biological science, plus five (5) years of experience with a water and gas distribution facility, wastewater treatment facility, or similar industrial facility, including two (2) years as a supervisor; or eight (8) years of experience in the operation of a water and/or gas distribution system, wastewater or storm water collection system, or similar industrial facility, including two (2) years as a supervisor.
2. License Requirements (Preferred)
 - A. Possession of a Minnesota Class S-A Wastewater Treatment or Class A Water License or privilege.
3. Knowledge Requirements
 - A. Knowledge of the procedures, principles, and practices related to storm and sanitary lift stations, storm water and wastewater collection system, residential and commercial wastewater collection systems, and water and gas distribution systems.
 - B. Knowledge of project planning, implementation, and evaluation principles and practices.
 - C. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
 - D. Knowledge of budgeting theory, methods, principles and practices, including cost accounting principles.
 - E. Knowledge of basic specifications, operating capabilities, and applications of equipment and vehicles used in utility operations maintenance, such as piping systems, large pumps, light- and heavy-duty maintenance and construction equipment, electric motors, and electrical controls.
 - F. Knowledge of operating systems related to utility operations maintenance, including electronics, mechanics, and hydraulics.
 - G. Knowledge of proper construction methods, theories, and background field applications.
 - H. Knowledge of local, state, and federal laws and regulations related to utility operations.
 - I. Knowledge of outside agencies related to division activities.
 - J. Knowledge of descriptive statistics and methods of research and data analysis for the purpose of budget and program development.
 - K. Knowledge of labor relations and labor agreements.
4. Skill Requirements
 - A. Exhibits leadership qualities of adaptability, dependability, and accountability.
 - B. Skill in evaluating and analyzing operations and procedures related to division activities.
 - C. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
 - D. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups.
 - E. Skill in supervising others in an open and participative work environment.
 - F. Skill in applying accepted principles of utility operations.

5. Ability Requirements

- A. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources, demonstrates an ability to identify and use appropriate materials, methods, and resources necessary to complete the most complex assignments associated with the unit's work.
- B. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- C. Ability to set performance standards and goals.
- D. Ability to interpret and analyze data and descriptive statistics.
- E. Ability to establish and maintain effective working relationships with the general public, staff, city administrators, and private business representatives.
- F. Ability to work independently to complete assignments with minimal information and general instructions.
- G. Ability to understand, interpret, and explain labor contracts.
- H. Ability to read and interpret engineering plans and specifications, electrical schematics, wiring diagrams, and motor and control specifications.
- I. Ability to plan and review proper installation of hydraulic and mechanical equipment.
- J. Ability to operate applicable equipment such as personal computer, calculator, fax and copy machines, etc.

6. Physical Ability Requirements

- A. Ability to transport oneself to, from, and around work sites of projects, tests, and other assignments.
- B. Ability to attend work on a regular basis.
- C. Ability to occasionally work outside in inclement weather.
- D. Ability to lift up to 30 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds for presentation at public meetings.
- E. Ability to work in potentially hazardous situations resulting from natural or manmade disasters.

HR: MC	Union: Supervisory	EEOC: Professionals	CSB:	Class No: 1357
WC: 7520	Pay: **1115-1130	EEOF: Utilities/Transportation	CC:	Resolution: