

WATER SYSTEMS MANAGER

Definition:

Under general direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing difficult and complex professional, technical, and administrative support related to all programs and activities of the City's water utilities, including development of long- and short-term project planning, overseeing the design, construction, maintenance, and operations of all water utility infrastructure, water quality inspection services, and other programs; coordinates assigned activities with other City departments and outside agencies; provides complex and responsible support to the Public Works executive leadership, and others in areas of expertise; and performs related work as required.

Essential Duties and Responsibilities:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Assumes all management responsibility for all services and activities of the Water Division; trains, supervises, evaluates and participates in the selection of staff.

Manages, directs and participates in the preparation of engineering design, construction and planning work for the City's water system.

Plans and administers the City's water quality control, water conservation and water procurement programs.

Manages and plans the production, storage, disinfection, transmission and distribution of water.

Use Supervisory Control and Data Acquisition (SCADA) and/or manual controls to adjust, operate, and monitor treatment plant equipment, flow, and chemicals through the water treatment plant and water distribution system to meet local, State and Federal regulations.

Reviews bid specifications and cost estimates.

Reviews and interprets water project plans and specifications.

Coordinates with the Orange County Water District and the Metropolitan Water District for the procurement of water and associated rate structures.

Administers the cross-connection program.

Administers the Water Fund budget.

Manages discharge activities to ensure compliance with National Pollutant Discharge Elimination System (NPDES) permit requirements.

Manages and coordinates water operation functions with other City departments.

Works with other governmental agencies and water companies on water issues.

Provides public information.

Manages customer service standards and complaint resolution processes.

Prepares technical and financial reports, correspondence, resolutions, contracts and ordinances.

Initiates field inspections of work areas and inspects work areas as needed.

Analyzes legislation, makes recommendations and manages compliance with said legislation.

Manages professional contract services.

Prepares comprehensive analyses of water revenues, expenditures and fund balances, as well as the water fund budget.

Makes recommendations on general water rates and rate structures.

Administers and oversees the Water Capital Improvement Program.

Attends conferences, seminars and a variety of meetings and makes oral presentations.

Provides staff support to committees or commissions and organizes and conducts a variety of meetings.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Physically inspects water distribution facilities and infrastructure as well as water related construction sites.

May act as Relief Water Production Operator.

May serve as the Chief Water Treatment Plant Operator per California State Water Resource Control Board definition.

May serve as the Chief Distribution Operator per California State Water Resource Control Board definition.

Class Characteristics:

Water System Manager is a division head class in the Public Works Department responsible for the management of the City water system including the safe, efficient and cost-effective administration of division activities. Assigned duties require substantial independent judgment and initiative.

Bargaining Group: FMA

Qualification Guidelines:

The following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully perform the assigned duties:

Knowledge of:

Municipal water system planning, design and administration.

Civil engineering principles and practices as applied to a municipal water system.

Chemical and physical treatment processes involved in water purification.

Water system and cross-connection principles.

Water system financial planning techniques including utility rate structures and capital improvement programming.

Legal aspects of water system administration.

Principles, practices, methods, materials and equipment used in water production, storage, transmission and distribution systems.

Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Applicable laws and regulations as they relate to water issues and legal issues related to areas of responsibility.

Organizational and management practices as applied to the analysis and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.

Safety regulations, practices and procedures.

Contract administration as it relates to area assigned.

Principles and techniques of management, supervision and labor public sector labor relations related to the direction, evaluation and training of assigned staff.

Budgeting methods and procedures.

English usage, spelling, grammar and punctuation; business letter and report writing and methods of research and analysis.

Modern office practices, methods and computer equipment and applications related to the work.

Effective methods of making oral presentations.

Negotiation and conflict resolution techniques.

AND

Ability to:

Plan, manage, and oversee the daily functions, operations, and maintenance of the City's water utility systems, including water disinfection, distribution, water quality inspection services, and regulatory compliance.

Plan, organize, manage , and review the work plan for Water Division staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; review performance; select, supervise, train and evaluate assigned staff.

Participate in the development and implementation of goals, objectives, policies, and priorities for assigned areas; recommend within departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.

Participate in the development and administration of and oversee division budget. Develop and standardize procedures and methods to improve and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify and recommend opportunities for improvement.

Recommend and administer policies and procedures such as procedure guidelines, design standards, and standard plans and specifications while ensuring that operation and maintenance, financial, regulatory, and legal requirements are met.

Oversee the development of consultant requests for proposals for professional and/or construction services and the advertising and bid processes; evaluate proposals and recommend project award; administer contracts after award.

Meet and confer with contractors, engineers, developers, architects, a variety of outside agencies, and the general public in acquiring information and coordinating water system operations and maintenance matters; provide information regarding City development requirements.

Prepare, review and complete various reports, including City Council agenda reports and division-related documentation and correspondence.

Provide highly complex staff assistance to the Public Works executive leadership; develop and review staff reports related to assigned activities and services; present information to the City Council and various commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.

Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to water system maintenance and operations programs, policies, and procedures.

Attend and participate in professional group meetings; stays abreast of new trends and innovations in the field of water system maintenance and operations; research emerging products and enhancements and their applicability to City needs.

Analyze, interpret and apply applicable federal, state and local policies, laws and regulations; monitor changes in regulations and technology that may affect operations; implement policy and procedural changes after approval.

Receive, investigate, and respond to difficult and sensitive problems and complaints in a professional manner; identify and report findings and takes necessary corrective action.

Review contracts, agreements, plans and work specifications.

Manage, coordinate and adhere to multiple deadlines and handle multiple projects; think clearly, logically, and rationally under pressure; handle job stress and maintain composure in public settings.

Initiate and carry out required procedural assignments and use independent judgment and initiative; make sound decisions in accordance with established procedures, policies and applicable laws.

Communicate effectively orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work; resolve conflicts in a fair and amicable manner.

Meet and serve the public with professionalism, courtesy and tact.

Organize and conduct independent, professional research and collect, analyze and interpret statistical data.

Physically inspect water distribution facilities and infrastructure as well as water related construction sites.

Operate modern office equipment including computer equipment and applicable and specialized software.

Education and Experience:

Any combination of training and experience, which provides the required knowledge, skills, and abilities, is considered qualifying. A typical way to obtain the required qualifications is:

Equivalent to a bachelor's degree from an accredited college or university in civil engineering, water science, or a closely related field

AND

Five years of recent, progressively responsible experience in water engineering, water distribution or in a similar position to include three years of supervisory experience.

Special Requirements:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

Valid and appropriate Water Treatment and/or Distribution Operator Certificates, depending on area assigned, is required to be obtained before the end of initial probation and maintained throughout employment in this position.

Must be able to respond to emergency calls as needed and work extended hours to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Water System Manager file financial disclosure statements in accordance with state and local laws.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed indoors in an office environment and outdoors when inspecting water related facilities and infrastructure and construction sites. Indoor office work requires sitting at a desk or table for periods of time and the use of a computer and screen. When work is performed outdoors there may be exposure to the elements. The incumbent stands and walks on level, uneven and/or slippery surfaces, kneels, crouches, climbs stairs and inclines, bends, reaches and grasps. When inspecting water related sites the incumbent drives a vehicle on City business and may be exposed to construction hazards, equipment and materials to include grease, fumes, dust, machinery and chemicals used in the water industry to include chlorine, ozone and ammonia. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Exempt.

Revised December 2023 including bifurcation from Water Systems and Engineering Manager (Water Division Management Series)

Established November 2018