SOUTH COAST WATER DISTRICT

CHIEF OPERATIONS OFFICER

DEFINITION

The incumbent plans, organizes, oversees, coordinates and reviews the work of staff performing difficult and complex professional, technical and office support functions related to all programs and activities of the Operations Department including the Water Production and Operations & Maintenance Divisions; administers current and long-range planning activities; manages the effective use of the Department’s resources to improve organizational productivity and customer service; provides highly complex and responsible administrative and professional support to the General Manager and Board of Directors in areas of expertise; and performs related work as required. When designated, may act as General Manager in the General Manager’s absence.

SUPERVISION RECEIVED AND EXERCISED

This position reports to the General Manager. The incumbent directly supervises the Water Production, Operations & Maintenance, and Wholesale Water Transmission Distribution System Divisions as well as support staff. The work provides for a wide variety of independent decision-making, within legal and general policy and regulatory guidelines.

CLASS CHARACTERISTICS

This is a department head classification that oversees, directs and participates in all activities of the Operations Department, including short- and long-range planning and development and administration. The classification regularly interacts with the General Manager, Board of Directors and departmental representatives in obtaining and coordinating projects and information. Successful performance of the work requires knowledge of public policy, District functions and activities, including the role of an elected Board of Directors, and the ability to develop, oversee and implement projects and programs in a variety of areas. Responsibilities include coordinating the activities of the department with those of other departments and agencies and managing and overseeing the complex and varied functions of the department. The incumbent is accountable for accomplishing departmental planning and operational goals and objectives and for furthering District goals and objectives within general policy guidelines.

The incumbent ensures that her/his activities are aligned with and support the South Coast Water District’s policies, mission, vision, core values, core strategies, and annual action items as well as performance measures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS

Duties may include, but are not limited to, the following:

- Assumes managerial responsibility for all services and activities of the Operations Department, including the operations, maintenance and repair of the District’s water transmission, distribution, and treatment, wastewater collection, recycled water distribution, and related facilities and equipment.
- Develops, directs and coordinates the implementation of goals, objectives, procedures and work standards for the department; establishes, within District policy, appropriate service and staffing levels.
- Manages, monitors and participates in the development and administration of the department’s budget; directs the forecast of additional funds needed for staffing, equipment and supplies; directs the monitoring of and approves expenditures; directs the preparation and implementation of budgetary adjustments.
- Selects, trains, motivates and directs department personnel; evaluates and reviews work for acceptability and conformance with department standards, including program and project priorities and performance evaluations; provides or coordinates staff training; works with employees to correct deficiencies;
implements discipline and termination procedures; conducts quarterly performance and development sessions with each direct report and ensures each first line supervisors in the Department conducts such sessions with their direct reports; responds to staff questions and concerns.

- Contributes to the overall quality of the Department’s service by developing, reviewing and implementing policies and procedures to meet legal requirements and District needs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors the distribution of work, support systems and internal reporting relationships; identifies opportunities for improvement; directs the implementation of change.
- Performs project management and administration of consultant and in-house capital improvement and other special projects.
- Oversees the development of consultant requests for proposal for professional and/or construction services and the advertising and bid processes; evaluates proposals and recommends project award; administers contracts after award; participates in the negotiation and administration of contracts for construction projects; ensures contractor compliance with District standards and specifications, time and budget estimates; analyzes and resolves complex problems that may arise; recommends and approves field changes.
- Provides the General Manager status reports of in-process water main breaks, sanitary sewer outflows, or other emergency events.
- Conducts capital improvement project planning activities; provides oversight and input into the conceptual design of engineering projects; investigates and resolves problems with scope of work or cost issues of major facility upgrade and replacement projects.
- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, and the general public on operational issues and acquiring information.
- Represents the Operations Department to other District departments, elected officials and outside agencies; explains and interprets departmental programs, policies, and activities; negotiates and resolves significant and controversial issues.
- Conducts a variety of departmental organizational and operational studies and investigations; recommends modifications to programs, policies and procedures as appropriate.
- Composes and reviews technical data, correspondence, and Federal, State, and locally mandated reports for accuracy and compliance with laws and regulations.
- Negotiates contracts and agreements; coordinates with legal counsel and District department representatives to determine District needs and requirements for contractual services.
- Participates on and makes presentations to the Board of Directors and a variety of boards and commissions; attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of water and wastewater systems and facilities operations.
- Maintains and directs the maintenance of working and official departmental files.
- Monitors changes in laws, regulations and technology that may affect District or departmental operations; implements policy and procedural changes as required.
- Prepares, reviews, and presents staff reports, various management and information updates, and reports on special projects as assigned by the General Manager.
- Responds to public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of groundwater treatment, water transmission and distribution, recycled water distribution, and wastewater collection program and project development and administration.
- Administrative principles and practices, including goal setting, program development, implementation and evaluation and supervision of staff, either directly or through subordinate levels of supervision.
- Methods, materials and techniques used in the construction of municipal utilities and capital improvement projects.
Public agency budgetary, contract administration, District-wide administrative practices; and general principles of risk management related to the functions of the assigned area.

Applicable Federal, State, and local laws, codes, regulations, and procedures.

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.

Principles and practices of employee supervision, including work planning, assignment, review and evaluation and the training of staff in work procedures.

Technical, legal, financial, and public relations problems associated with the management of operations projects and programs.

Methods and techniques for writing and presentations, contract negotiations, business correspondence and information distribution; research and reporting methods, techniques and procedures.

Record keeping principles and procedures.

Modern office practices, methods and computer equipment.

Computer applications related to the work.

English usage, grammar, spelling, vocabulary, and punctuation.

Techniques for effectively representing the District in contacts with government agencies, community groups and various business, professional, regulatory and legislative organizations.

Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.

Techniques for providing a high level of customer service to the public and District staff, in person and over the telephone.

Ability to:

Develop and implement goals, objectives, policies, procedures, work standards and internal controls for the department and assigned program areas.

Provide administrative and professional leadership and direction for the Department and the District.

Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.

Interpret, apply, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.

Plan, organize, direct and coordinate the work of management, supervisory, professional and technical personnel; delegate authority and responsibility.

Select, train, motivate and evaluate the work of staff and train staff in work procedures.

Research, analyze, and evaluate new service delivery methods, procedures and techniques.

Effectively administer special projects with contractual agreements and ensure compliance with stipulations; effectively administer a variety of District programs and administrative activities.

Conduct effective negotiations and effectively represent the District and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory and legislative organizations, and in meetings with individuals.

Prepare clear and concise reports, correspondence, policies, procedures and other written materials.

Conduct complex research projects, evaluate alternatives, make sound recommendations and prepare effective technical staff reports.

Establish and maintain a variety of filing, record-keeping, and tracking systems.

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.

Operate modern office equipment including computer equipment and specialized software applications programs.

Use English effectively to communicate in person, over the telephone and in writing.

Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

Establish and maintain effective working relationships with those contacted in the course of the work.
EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Seven (7) years of experience in the operation, maintenance, and repair of underground utilities and water treatment facilities including administrative and/or supervisory experience.

Training:

 Equivalent to graduation from an accredited four-year college or university with major coursework in civil, mechanical, electrical, or sanitary engineering, or closely related field. Master’s Degree in a related field is desirable.

License or Certificate:

➢ Valid California class C driver’s license with satisfactory driving record.
➢ Grade IV Wastewater Collection System Maintenance Certificate issued by the California Water Environment Association (CWEA), OR a Grade IV Water Distribution Operator Certificate issued by the California Department of Public Health (DOPH) is desirable.
➢ Possession of, or the ability to obtain, a Grade IV certification in the opposite certification program issued by the CWEA or the DOPH is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to inspect various District infrastructure, development, field operations and work sites; and to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions, although there may be occasional exposure to inclement weather conditions, noise, dust and potentially hazardous materials. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be willing to work weekends, holidays, and off-hour shifts for emergency callback response.

The specific statements shown in each section of this classification description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.