



**DECEMBER 2018**  
**FLSA: EXEMPT**

## **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 administrative direction, directs, manages, supervises, and coordinates the activities, programs, projects and operations of the Operations Division(s) within 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; and provides highly responsible and complex managerial support to the Director of Operations and Maintenance.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision and strategic direction from the Director of Operations and Maintenance. Exercises direct and general supervision over staff assigned to the Operations Division(s) and is accountable for the results produced by the division(s).

### **CLASS CHARACTERISTICS**

This is a division manager level classification. Incumbents in this classification manage an assigned function of the District with responsibility for directing programs and operations. Work includes responsibility for budget, staffing, resources, planning and accountability for the assigned function and related decisions. Incumbents apply advanced management principles and strategic thinking to decisions that impact the organization as a whole and the public being served. Incumbents generally serve as advisors and contributors to the next level of management authority on policies, procedures and major District 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.*

- Provides management oversight for assigned services and activities of the Operations Division 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.
- Ensures the District's safety program and goals are implemented and carried out in the Operations Division(s).
- 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; recommends, within departmental policy, appropriate service and staffing levels.
- Selects, trains, motivates, and evaluates supervisory, engineering, and clerical personnel;

- provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of wastewater treatment and process engineering.
  - Plans, directs, coordinates and reviews the work plan for Operations staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; conducts staff performance evaluations; meets with staff to identify and resolve problems and address performance management issues.
  - Applies District safety policies to plant operations; provides technical and safety training to Operations staff; 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; evaluates requests for maintenance, repair and construction assistance.
  - Provides support to the Capital Improvement Project (CIP) design process utilizing appropriate staff and technical resources; ensures staff meeting schedules and deadlines; provides specialized information, remains involved to the design process and supports special studies and projects initiated by operations engineering and research.
  - Responds to and resolves difficult and sensitive inquiries and complaints; ensures that the Operations divisions are meeting the needs of internal and external customers.
  - Establishes priorities for meeting plant emergencies and "sequence of events" to ensure that critical path systems and processes are given appropriate attention and focus; develops resources and training to meet various potential plant emergencies.
  - Reviews and maintains tracking of various permits and effluent constituencies, including air, land and water.
  - 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; recommends or initiates new or revised process changes, controls, or equipment.
  - Serves as the liaison for the Operations Division with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues; provides strategic guidance on projects and initiatives.
  - Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
  - 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 and prepares reports.
  - Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Operational characteristics, services, and activities of a wastewater treatment system program.
- Advanced wastewater treatment principles, methods, tools and equipment, safety procedures, wastewater sampling and control test procedures, chemicals and regulatory requirements.
- Principles and practices of civil, environmental, sanitary, and professional engineering.
- Principles and practices of employee supervision, including work planning, assignment, review and performance evaluation, and the training of staff in work procedures.
- Principles and practices of program development and administration.
- Principles and practices of public budgeting and procurement.

- Principles and practices of project management and ability to manage multiple projects and deadlines.
- Modern and complex principles and practices of operating a wastewater treatment plant.
- 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.
- Mathematical wastewater calculations sufficient to maintain process control, record daily readings, and complete reports.
- Principles and practices of operating equipment such as pneumatic and hydraulic tools.
- Use, application, and safe handling of chemicals, chemical agents, and biological processes in the effective treatment of wastewater.
- Safety, documentation and compliance required of the “Operator-Qualified” Department of Transportation gas-line operator.
- Principles and practices of research, analysis and evaluation of new service delivery methods and techniques.
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, maintenance management systems, SCADA systems, spreadsheets, and databases.
- Principles and practices of records and record keeping systems.
- Occupational hazards and standard safety practices.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles and practices of customer service and techniques for effectively communicating with the public, vendors, contractors and District staff.

**Ability to:**

- Oversee and participate in the management of a comprehensive wastewater treatment plant operation.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, supervise, train, and evaluate staff.
- Participate in the development and administration of division goals, objectives, and procedures.
- Prepare and administer large program budgets.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, rules, and regulations.
- Prepare clear and concise administrative and financial reports.
- Read and interpret blueprints, schematics, plans, and drawings.
- 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.
- Utilize a computer, relevant software applications and/or other equipment.
- Ensure adherence to established safety rules, regulations and guidelines.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare and make presentations.
- Ensure adherence to safe work practices and procedures in the workplace.
- Operate a motor vehicle to drive to District sites, projects and/or meetings.
- Use critical thinking techniques and methods in reaching decisions.
- Effectively communicate in person, over the telephone, and in writing.
- 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 OCSD.

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; AND
2. Eight (8) years of increasingly responsible work experience in wastewater treatment plant operations including four (4) years of supervisory experience.

**Licenses and/or Certifications:**

- Valid California Class C Driver's License.
- Valid Grade V California Wastewater Treatment Plant Operator's 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**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; ability to travel to various District sites, projects and/or meetings; 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 and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 10 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.