

**Phelan Piñon Hills Community Services District**  
**Job Description**  
JOB TITLE: Operations Manager

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EXEMPT:	Yes	SALARY LEVEL:	110
DEPARTMENT:	Facilities & Maintenance	APPROVED:	8/8/2013
REPORTS TO:	General Manager		

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**SUMMARY:**

Under the general direction of the General Manager, the Operations Manager directs, coordinates, and participates in the maintenance and operations functions of the District, and exercises direct supervision over assigned supervisory and technical personnel. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Responsibilities and duties may include, but are not limited to, the following)

- Plans, organizes, directs and coordinates the maintenance and operations functions of the District, including directing, training, assigning and leading the work of the water operation technicians engaged in: water production; water distribution; water quality functions; meter repair, installation, and maintenance; operation, maintenance, installation, repair, and overhauling of wells, well/booster pumps, storage facilities, hydro-pneumatic facilities, pressure reducing stations, pressure regulators, valves, pressure records, chlorinators, water monitoring equipment, and water monitoring devices.
- Assists in formulating maintenance management policies, operating procedures, projects, and schedules necessary to maintain all District structures, treatment facilities, pipelines, easements, storage facilities, wells, pumping equipment, support facilities, and the preventative maintenance policy of operations.
- Provides coordination of maintenance and operations activities with other District functions.
- Reviews and analyzes consumption records, field reports for consumption, water losses, and energy consumption, and makes recommendations to gain efficiencies accordingly.
- Ensures the highest water quality standards are being adhered to, and reports are filed as required, in compliance with the regulations provided by the Environmental Protection Agency (EPA), California Department of Public Health (CDPH), Department of Water Resources (DWR), and any other pertinent agencies
- Ensures that a cross-connection control program is maintained to protect District water supplies.
- Ensures the District's water supply by exploring, planning, and implementing alternative sources of water for use by the District and its customers.
- Preserves the District's current water supply through the strict enforcement of the District's conservation ordinance.

- Assists with preparation and execution of plans for expansion, reduction, and shifting of operations and maintenance functions.
- Provides management and administration of shop, building, and grounds maintenance, electrical repair, and communications installation and maintenance.
- Keeps General Manager advised on all aspects of the District's ongoing work.
- Acts as a technical advisor to the General Manager and the Board of Directors on system operation, as required.
- Provides staff assistance to the General Manager by preparing and presenting staff reports and other necessary correspondence.
- Develops, plans, and implements the Department's goals and objectives.
- Assists with long range planning of District maintenance and operations functions.
- Prepares and submits reports and recommendations to the General Manager and Board of Directors to develop effective external relationship and communication strategies.
- Compiles memorandum, data reports, written correspondence, and develops written procedures related to Departmental needs and requirements.
- Supervises and participates in the development and administration of the Department's budget by forecasting funds needed for staffing, equipment, materials, and supplies, and monitoring and approving expenditures.
- Coordinates Department activities with those of other departments and outside agencies and organizations.
- Represents the District in dealings with the public, contractors, and representatives of other government agencies in a professional and competent manner.
- Deals effectively and courteously with customers and the general public.
- Attends and/or conducts safety meetings as required.
- Manages subordinate supervisors in accordance with the District's policies and applicable laws.
- Interviews, trains, and performs work evaluations for operations and maintenance employees.
- Ensures proper utilization of staff, equipment, and safety practices.
- Inspects materials for acceptability, inspects completed work of subordinates for workmanship, and rejects unsatisfactory work.
- Acts as the first level for disciplinary measures and grievances.
- Monitors employee certification, training, and safety programs.
- Reviews time sheets and time cards each payroll period.
- Ensures compliance with the District's Injury and Illness Prevention Program.
- Acquires and/or maintains CPR and First Aid Basic Training.
- Performs special projects as assigned.

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record.
- Possession of, and the ability to maintain, current driver's insurance.
- Must have a current Water Distribution Operator Grade IV License from the State of California.
- Must have a current T-II Water Treatment Certificate from the State of California.

## EDUCATION AND/OR EXPERIENCE:

- Qualifications for the position include any combination of education and experience that would provide the required knowledge and abilities to perform the duties of the position. A typical way to obtain the required knowledge and abilities would be equivalent to an Associate's degree from an accredited college or university with major coursework in engineering, business management, or a related field.
- Seven (7) years related experience and/or training, with at least three (3) years in a supervisory or management capacity.

## QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

### KNOWLEDGE OF:

- Responsibilities and duties of the Operations Manager as officers for the District.
- Principles and practices of supervision, training, management, leadership, motivation, team building, and conflict resolution.
- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration, and personnel management.
- Principles and practices of budget preparation and administration.
- Principles and practices of project management.
- Principles and practices of water systems, water treatment, and the water supply industry.
- Principles, methods, and practices used in building maintenance, grounds maintenance, and landscaping.
- Operation and use of a variety of light and heavy power equipment utilized in maintenance and construction work in a safe and skillful manner.
- Principles, methods, and practices used in communication control equipment including installation, repair, and maintenance, specifically SCADA and RTU programming and troubleshooting.
- Pertinent local, State, and Federal laws, codes, rules and regulations related to general industry and construction work.
- Pertinent local, State, and Federal laws, codes, rules, regulations, and reporting requirement related to water quality, including EPA, CDPH, and DWR.
- Proper safety practices and safety gear.
- Geography of the District and location of District facilities.
- Microsoft Office Suite

### ABILITY TO:

- Function effectively as Operations Manager.
- Plan, organize, manage, and administer the maintenance and operations functions of the District.
- Ensure proper maintenance, operation, and repair of District equipment facilities.

- On a continuous basis, analyze budget and technical reports, interpret and evaluate staff reports.
- Develop and control budgets.
- Oversee the establishment and maintenance of certification, training, and work safety programs.
- Perform comprehensive administrative reviews of work activities, costs, staffing requirements, equipment usage, and time requirements.
- Observe and evaluate staff performance, and problem solve Department related issues.
- Remember various personnel rules, explain and interpret policy.
- Effectively represent the District with the public, contractors, and other organizations.
- Establish and maintain cooperative working relationships.
- Use computer systems and software related to the needs of the District.
- Know and understand laws, regulations and codes.
- Communicate effectively and skillfully through written and verbal means with District management, Board members, co-workers, and the public in face-to-face, one-on-one, and group settings
- Write complex and technical reports.
- Read and interpret documents.
- Calculate figures and amounts such as, discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Apply concepts of basic algebra and geometry.
- Regularly use telephone and radio for communication.
- Use office equipment such as computers, copiers, and fax machines.
- Hear and see within normal ranges. Must be able to distinguish color on computer screens for process control.

#### TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel frequently by automobile in conducting daily District business.
- Occasionally travel by airplane in conducting District business.
- Work in an environment with possible exposure to dust, dirt, fumes, vapors, noise, inclement weather, and significant temperature changes.
- Stoop, kneel, crouch, crawl, and walk while performing duties.
- Climb 25 feet, or higher, and work at sustained heights for long periods of time.
- May be exposed to moving mechanical parts, high places, toxic or caustic chemicals, and areas where there is a risk of electrical shock.
- Work in an environment containing moderate noise levels.
- Regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move up to 100 pounds.