



Lake Whatcom Water & Sewer District Job Description

Job Title: Operations & Maintenance Manager

FLSA Status: Exempt

Reports To: General Manager

Revision Date: February 9, 2021

POSITION PURPOSE:

Responsible for the operation and maintenance of the District's public water and wastewater systems, and facilities. Ensures that the systems operate in compliance with all applicable federal, state, and local regulations and that District policies and procedures are followed to provide safe, dependable and cost-effective service to District customers. Responsible for maintaining District assets such as building facilities, pump station facilities, treatment plant facilities, equipment, and tools in a condition ready for emergency response. Assists in establishing and implementing sound business practices, policies and procedures, safety programs, budgets, rates, and long-range plans.

REPORTING RELATIONSHIPS:

This position reports to the General Manager and supervises Operations and Maintenance Department staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to:

- Works independently within the District's established policies and procedures as well as standards of the American Public Works Association (APWA), the American Water Works Association (AWWA), and Water Environment Federation (WEF);
- Maintains professional and technical knowledge by attending courses, workshops, reviewing professional publications and current market trends;
- Manages the operation and maintenance of water and sewer systems, equipment, tools, vehicles, and building facilities;
- Acts as the District's Water Distribution Manager by providing overall supervision for the operation and maintenance of the water distribution systems;
- Utilizes the District's asset management system to plan work schedules and prioritize projects taking into account the resources of the District and overall progress and goals necessary or desirable to maintain or improve efficient operation of District assets;
- Develops and implements processes to collect, measure, and analyze resources utilized during operations and maintenance tasks (labor, equipment, materials, contracts), and reviews performance output with management team to develop trends and recommend capital or operational changes;
- Oversees, directs, and coordinates with the Maintenance Lead assignment of daily work tasks to staff;
- Provides quality control supervision to ensure satisfactory performance of duties;
- Responsible for personnel functions of staff supervised including organizational plans, staffing, employee training and professional development, performance appraisals, disciplinary actions and final selection of employees;
- Refines and implements written Standard Operating Procedures (SOPs) for safety procedures, emergency procedures, and common work tasks;
- Assists in utility business planning and rates studies;
- Assists in the preparation of an annual budget for assigned areas of responsibility and operates within fiscal constraints of the District's approved budget and policies;
- Supervises customer and community service activities such as utility locations, complaint investigation, and citizen inquiry;

- Assists the management team with emergency planning, emergency preparedness/training, and response during emergency events, including ensuring staff, equipment, vehicles, tools, and materials are ready for emergency deployment;
- Participates in the District's Safety Committee to review, update, and establishment of safety programs and procedures, including coordinating safety training and meetings, and performing internal safety audits;
- Instructs, trains and observes crew members in safety procedures and practices, including regular inspection of work sites for hazardous conditions and to ensure proper signage, barricades and other public safety devices are installed;
- Works closely with the Engineering Department on multiple programs including:
 - water/sewer permits and new connections, inspections, and coordination with contractors and owners;
 - capital improvement program planning and construction;
 - developer extension agreement projects;
 - cross connection control program;
 - SCADA system configuration, maintenance, and improvements;
 - GIS build out and GPS data acquisition;
 - asset management program implementation; and
- Performs other related duties or responsibilities as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Water and sewer systems including legal, technical, organizational aspects, as well as sources of current knowledge of the field;
- Strong knowledge and ability in fiscal and record management including cost analysis and budget development/analysis and asset management;
- A working knowledge of relevant government and/or community institutions, organizations, and procedures and processes;
- Maintenance, construction, and operation of water treatment and distribution and wastewater collection systems;
- Computer applications for construction, operations, and maintenance systems;
- Operation, use, maintenance, and repair of automotive and construction equipment;
- Work safety standards and requirements;
- District policies, rules, regulations, and procedures; and
- Principles of supervision, training, management, and progressive discipline.

Skill in:

- Strong management skills including leadership, supervision, problem analysis and decision-making, planning and organization, interpersonal sensitivity, adaptability/flexibility, stress tolerance, and time management;
- Excellent written and oral communications skills for working with a diversity of personnel, public officials, and citizens;
- Planning, organizing, and overseeing assigned work programs, including monitoring work schedules, regulatory requirements and progress reviews, providing guidance, and direction;
- Report writing;
- Managing a budget;
- Making oral presentations;
- Conducting crew meetings;
- Estimating labor, materials, and crew costs;
- Reading schematics, plans, specifications and standards;
- Operating construction equipment, hand tools, and machinery;
- Use of office equipment and software such as computers, telephones, fax machines, calculators, Microsoft Office Suite, and databases;
- Establishing and maintaining effective interpersonal relationships with all organizational levels, District customers and the public; and

- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to respectfully exchange or convey information and to receive work direction.

Ability to:

- Apply good judgement and problem-solving techniques to make reasoned, timely and consistent decisions on administrative matters and resolve technical problems;
- Maintain a high level of personal and professional integrity and honesty;
- Maintain current knowledge for assigned area and adapt to new technologies, keeping personal and team technical skills up-to-date and using technology to increase productivity;
- Maintain consistent and punctual attendance;
- Plan, organize, and execute programs;
- Lead and respond effectively in emergency, hazardous, or otherwise high stress circumstances;
- Ability and willingness to demonstrate teamwork and cooperation with staff, public officials, and citizens;
- Physical ability to perform the essential functions of the job including: (1) frequently operate a computer, smart phone, tablet and read the screens, (2) correctable visual acuity, hearing and manual dexterity sufficient to operate motor vehicle;
- Mobility required for attendance at various meetings and for multiple daily job site visits on construction sites with traffic, moving machinery, trip hazards, trenches, obstacles, uneven, slippery, and soft, rocky terrain; and
- Ability to climb ladders (water storage tanks, building roof tops, etc.) and enter/exit confined spaces below and above ground level.

Experience/Education:

Any equivalent combination of education and experience that provides the knowledge, skills and abilities required to perform the job. A combination of relevant education and experience which demonstrate the skills, knowledge and abilities required to perform the job will be considered. A typical way to obtain the knowledge and abilities would be:

Experience: Five (5) years progressively responsible experience with complex program and project management in both public water systems and sewer collection systems, including three (3) years supervisory experience, and technical training in electrical, mechanical, pumps, hydraulics, and controls.

Education: Bachelor's degree in civil engineering, management, public administration or closely related field.

Licensing and Certifications:

Certifications and licenses required at time of employment:

- Valid Washington State Driver's License
- Washington State Water Treatment Plant Operator Class II and Water Distribution Manager Class II certifications; comparable certifications obtained in other states will be evaluated on a case-by-case basis
- Washington State Wastewater Collection Level III certification; comparable certifications obtained through other organizations will be evaluated on a case-by-case basis

Certifications required within one (1) year of employment:

- Washington State water and wastewater certifications listed above, if comparable certifications from other states are accepted at time of employment
- Washington State Flagging/Traffic Control certification
- OSHA-compliant First Aid/CPR/AED certification
- Confined Space Awareness certification
- Trenching, Excavation, and Shoring Competent Person certification
- OSHA-compliant Forklift Operator certification
- Cross Connection Control Specialist certification

WORKING CONDITIONS:

Work is performed in office and outdoor field environments with multiple daily site visits to job sites throughout the District. Job sites include confined spaces and elevated work (roofs, water storage tanks,

etc.). The incumbent may be exposed to fumes, airborne particles and unfavorable outside weather conditions. The noise level can be moderate in the office and loud in the field. This position may require working in excess of 8 hours per day or 5 days per week and call-back for emergency situations. Attending meetings after business hours is required as is travel for training purposes and to commute to other government agencies.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, lifting, finger dexterity, talking, hearing, seeing and repetitive motions. When working in the field the incumbent is subject to exposure to adverse weather conditions, loud noises and hazards from automobile traffic and construction sites.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: February 9, 2021



Justin Clary, General Manager