

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
DISTRIBUTION OPERATIONS MANAGER**

CLASS TITLE: DISTRIBUTION OPERATIONS MANAGER

DEFINITION

Under general direction, plans, organizes, manages, coordinates and directs the installation, operation, and maintenance of District water transmission and distribution systems, pump stations and storage systems and other District infrastructure. Ensures the delivery of high quality, safe drinking water; that the distribution and related infrastructure is properly maintained, replaced or upgraded to ensure that water can be delivered safely and at adequate volumes and pressures; that the backflow program is in place and adequately staffed to avoid incidents of backflow in the water system. Collaborates with Water Treatment on the management of the District's raw water sources to understand conditions/status of water supplies and to determine availability and timing of use. Plans, prioritizes, and schedules capital improvement and maintenance projects; coordinates with the District's engineers, consultants, and Water Treatment Operations Manager; reviews the work of contractors; administers the District's asset management program; oversees the District's distribution system sampling and water quality programs to ensure compliance with all applicable laws, regulations, policies and procedures and quality assurance standards; provides responsible and complex administrative and operational assistance to the General Manager in areas of expertise; and performs other work as required.

DISTINGUISHING CHARACTERISTICS

This classification is responsible to the General Manager for the administration of the water distribution operations of the District, including ensuring that operations are in conformance with applicable laws and regulations, that subordinate staff are appropriately trained, and that facilities and equipment are properly operated and maintained. The position is responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities in overseeing the day-to-day operations of the District's distribution system. The position serves as a specialist, liaison, and advocate for the District, with regular contact and interactions with District staff and consultants, other public agencies, public and private community organizations, regulatory and governmental agencies, and members of the public.

TYPICAL TASKS

Duties may include, but are not limited to:

- Plans, organizes, manages, coordinates and oversees the field operations of the District, including water distribution, infrastructure operation and maintenance; ensures compliance with all federal, state, and local health codes in the delivery of high quality potable water; ensures that the work of the District and its contractors is completed in a timely and acceptable manner and in accordance with applicable laws and regulations and according to District standards; assists subordinate supervisors in handling operational and technical problems; oversees distribution system water

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quality testing program in coordination with water treatment staff.

- Oversees backflow and cross-connection program, ensuring that the program is adequately staffed by properly certified employees and/or contractors, and that the District's program is compliant with state and federal regulations and the District's standards/specifications.
- Attends meetings, conferences, workshops, and training sessions and reviews publications to remain current on principles, practices, technologies, regulations, and new developments and changes in the water industry; identifies opportunities for improvements in operations, processes, and program changes.

Capital Improvement Planning and Implementation, Operations Budgeting, and Asset Management:

- Prepares and administers the O&M budget for distribution operations; participates in the development of the 10-year Capital Improvement Program; develops long range plans for major District improvement and maintenance projects and prepares reports and recommendations for capital improvements; prepares materials, manpower and cost estimates, purchase orders, progress and activity reports; prepares preventive maintenance and equipment records and schedules; oversees asset management system/ESRI to ensure that records are up-to-date; develops specifications for bid purposes; oversees maintenance of inventory; contacts suppliers to locate and expedite delivery of materials and supplies; coordinates the work of contractors with District operations; and reviews and approves all expenditures for distribution operations.
- Plans, prioritizes, and coordinates scheduling and project management of the Capital Improvement Program and maintenance of water distribution and related infrastructure. Manages the environmental and regulatory permitting processes as required. Coordinates and participates in the design, engineering, construction and field inspection processes for the Capital Improvement Program and maintenance projects to ensure contractors' compliance with District standards and regulatory requirements; attends pre-construction meetings; performs detailed plan checks of construction and design to ensure adherence to established policy and sound engineering practices.
- Participates in plan reviews (including new construction and remodels, subdivision developments and main line extensions). Performs a variety of inspection activities; reviews fire sprinklers, hydrant, and backflow applications; inspects new construction projects;

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Regulatory Compliance:

- Ensures that the District is in compliance with all applicable laws, health codes, regulations, policies and procedures and water quality and other assurance standards. Reviews policies, guidelines, and stays abreast of new legislation to ensure that distribution operations comply with State and Federal standards and laws; inspects water treatment facilities for proper operation and upkeep; keep current on new technologies and industries trends and develops new techniques, policies and procedures to improve efficiency and effectiveness.
- Oversees the required distribution system sampling protocols.
- Prepare regulatory reporting as required.

Emergency Planning:

- Oversees safety training and emergency response training for District staff. Work with other agencies to plan tabletop and other emergency response exercises. Manage updates of the Emergency Response Plan, Risk and Resiliency Assessments, Local Hazard Mitigation Planning, and other emergency plans and materials as required. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols and ensures security of District facilities.

Agency Liaison, Public Outreach, and Customer Service:

- Serve as a key liaison with local city and county agencies including the fire department; state and federal agencies as required. Conduct public outreach as situations require; respond to public inquiries including customer questions and complaints. Represent the District in a professional manner, communicate effectively while demonstrating respect and empathy.

Human Resource and General Management:

- Provide Human Resource development and staff support by fostering a high-performing team and implementing strategies that support collaboration, communication, leadership training, and continuous improvement.
- Provides human resource planning for the distribution operations team, including identifying future resource needs given the changing regulatory environment and requirements. Responsible for the selection of distribution staff; evaluates employee performance; counsels employees and recommends disciplinary action if warranted; provides mentoring opportunities and development plans including certification, leadership, and skills training.

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- Ensure that all operations staff are adequately trained/cross trained on water treatment and distribution operations including safety protocols, chemical dosing, SCADA, lab sampling, etc.
- Ensures safe operating conditions and working environment and oversees the security of distribution facilities and related infrastructure. Ensures compliance with all District and mandated safety rules including OSHA and other regulations and protocols.
- Prepares reports and presentations, participates in Board meetings, and assists District General Manager/Assistant General Manager as required.

EMPLOYMENT STANDARDS

Qualifications:

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work and safety procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Methods, materials, and equipment used in the operation and maintenance of water distribution and transmission facilities and related water infrastructure.
- Applicable federal, state, and local laws, codes, and regulations as well as water industry standards and best practices.
- Principles, practices, techniques, equipment and materials for laboratory testing and sampling.
- Principles and techniques of capital improvement planning, construction, inspection, funding, and long-term maintenance.
- Recent and on-going developments, current literature, and sources of information related to the treatment and distribution of drinking water.
- Methods and techniques of preparing technical, administrative and staff reports, and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service in order to effectively deal with the public, vendors, contractors, and District staff.

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Ability to:

- Exercise good judgment, keep calm and make appropriate decisions in emergency situations and under pressure.
- Plan, assign, coordinate, direct and evaluate the work of subordinates engaged in field operations.
- Establish and maintain effective working relations with others.
- Interpret, explain, and apply applicable laws and regulations.
- Prepare clear and concise oral and written reports and procedure manuals.
- Train staff in proper work procedures, safety practices and equipment operation.
- Evaluate field operations and procedures and develop techniques and procedures to increase efficiency and effectiveness.
- Read and interpret engineering plans and specifications, manuals, material data sheets, electrical circuit diagrams, GIS and other data and instruct staff in their interpretation.
- Estimate equipment, material, and labor needs. Prepare RFP's and/or obtain quotes/bids and negotiate contract terms as required.
- Assist with the planning, administration and monitoring of the O&M budget and Capital Improvement Program.
- Establish and maintain a variety of record-keeping; data management; and asset management and tracking systems (including ESRI, Cityworks, WIMS, Tyler, Laserfiche, and other systems as required.)
- Handle customer service complaints.
- Drive vehicles, such as a pickup truck to District work sites.

Required Licenses:

- Possession of a valid Grade 3 Water Distribution Certificate issued by the State of California; provided, however, that if no subordinate possesses a Grade 4 Water Distribution Certificate, the incumbent of this position must possess such.
- Possession of a valid Grade 2 Water Treatment Certificate issued by the State of California.
- Possession of a valid Class C California State driver's license.

Education and Experience:

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

- Specialized training in water transmission and distribution, water treatment and water quality; construction, and maintenance technology and/or college coursework in related fields (such as Engineering, Environmental Sciences, Construction Management.)
- Eight (8) years of increasingly responsible experience in the operations and oversight

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of water distribution systems including (5) years of supervisory experience.

Environmental Conditions. The position requires frequent visits to District facilities and construction sites. Employees may be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, 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.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent.