



## Director of Operations and Maintenance

### DEFINITION

Under general administrative direction from the General Manager, plans, organizes, and directs the District's Operations and Maintenance Department; establishes goals and objectives for the department and internal policies and procedures to guide departmental program activities; through subordinate managers and supervisors, directs the work of staff engaged in distribution maintenance and construction, water treatment and production, water quality, facility maintenance, environmental compliance, laboratory services, emergency and disaster preparedness and response, and security services, and ensures the effectiveness of departmental programs; provides responsible advice and counsel to the Board, General Manager, and District managers on a variety of issues; participates on the Executive Management team to develop District-wide policies and procedures and to advance the goals and mission of the District; provides highly responsible administrative staff assistance to the General Manager; represents the District to outside groups and organizations; serves as District liaison on various inter-agency coordination projects; and performs other related work as required.

### DISTINGUISHING CHARACTERISTICS

**Director of Operations and Maintenance** is a single position department head classification. Under general administrative direction, within a framework of overall goals and objectives, the incumbent is responsible for directing operations and maintenance activities.

This classification is distinguished from other department head classifications within the District by the specific responsibility for directing District-wide operations and maintenance activities. This classification is distinguished from other operations and maintenance management classifications by the responsibility for the supervision of those classifications and its overall responsibility for directing department-wide operations and maintenance activities for the District. This classification is distinguished from the General Manager in that the latter is the chief executive responsible for the effectiveness of all District operations and provides direction to this classification.

### TYPICAL DUTIES

#### TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Plans, develops, and implements goals and objectives for the Operations and Maintenance Department; prepares and administers internal policies and procedures relating to departmental program activities; interprets and explains applicable rules, laws, and regulations to managers, supervisors, and others.
- Participates in strategic planning for the District and sets goals for the department to support the strategic plan.
- Directs, oversees, and participates in the development of the departmental program work plan; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures; implements needed work process and automation improvements, and methods for improving customer service.

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- Studies and recommends technology, procedures, and practices to improve operational efficiency; evaluates alternatives for performing needed work; attends project review meetings to evaluate progress of ongoing construction or maintenance activities.
- Recommends selection of operations and maintenance consultants; oversees the coordination and management of consultants providing engineering, SCADA, maintenance, and operations support services to the department.
- Ensures the reliable and efficient operation and maintenance of various water supply, water treatment, pumping, storage, and distribution facilities.
- Visits District facilities and job sites to oversee work in progress and provide needed direction; responds to major emergencies during and after hours as needed; directs the investigation and correction of consumer and operational complaints within areas of jurisdiction.
- Coordinates departmental activities with other departments and divisions; provides responsible advice and counsel to the General Manager and department and division managers on a variety of operations and maintenance issues; oversees the maintenance of departmental records and files; and responds to requests and prepares and presents reports to the Board of Directors.
- Represents the District to outside groups and organizations; may act as District liaison on various inter-agency coordination projects; may lead a team of District staff engaged in discussions with representatives of other governmental entities; makes presentations to public groups regarding District activities and programs.
- Monitors potential impacting legislative and regulatory activities and coordinates with District's external representative(s) and other internal and external stakeholders as appropriate in order to protect the interests of the District.
- Attends Board of Directors and Board Committee meetings; prepares and presents staff reports and agenda items for consideration by the Board; serves as advisor to the General Manager and Board regarding operations and maintenance issues, including water quality and environmental regulatory and legislative issues, and emergency preparedness, planning, and response.
- Oversees and is responsible for emergency and disaster preparedness and planning, and emergency response and security services and processes; ensures emergency response and hazard mitigation plans and procedures remain updated and current, and that appropriate staff throughout the District are properly trained on same; ensures emergency and hazard mitigation plans and activities are coordinated with other agencies as appropriate; responds to emergencies as appropriate.
- Coordinates preparation of the annual budget request for the Operations and Maintenance Department; reviews staffing, equipment, fleet, and warehousing and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption to ensure efficient operations; approves purchase requisitions as appropriate.
- Interviews and hires new staff; prioritizes, assigns, and reviews work; approves time off for payroll purposes; prepares employee performance evaluations; monitors and participates in employee relations activities within the department; carries out activities related to succession planning, performance management, staff recognition, and other related activities

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- Ensures that long-term training objectives are established and implemented so that staff possess the depth of technical skills and knowledge necessary to maintain effective, efficient, and safe operations as well as for succession planning management.
- Promotes a safety-first culture and ensures that safety program requirements are adhered to at all times.
- Serves as a member of the District's executive team, supporting the management, development, and implementation of the District-wide plans, policies, and procedures.
- Performs other related work as required.

### **REQUIREMENTS**

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

#### **Education and Experience:**

Possession of a baccalaureate degree from an accredited college or university with a major in engineering, public administration, or a related field; and eight (8) years of full-time experience performing professional engineering or operations and maintenance work in the utility service field, which includes at least four (4) years of experience in a supervisory capacity. Registration as a professional engineer in the State of California is desirable.

#### **Knowledge, Skills, and Abilities:**

Knowledge of: principles of management, administration, and organizational planning; construction, operation, and maintenance of facilities and equipment common to a large, public water production and distribution organization; emergency and disaster preparedness, planning, and response; federal, state, and local laws and regulations impacting the operation and maintenance of public water system facilities including those involving water rights, finance, budget administration, employee relations concepts and methods, public purchasing and contract management practices, principles and practices of effective employee supervision, training and personnel management, modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, organize, and direct effective utility operations and maintenance programs; analyze, interpret, and apply information, choose among alternative courses of action and arrive at a well-reasoned recommendation; understand and implement laws, regulations, policies, and procedures; plan, assign, and supervise the work of subordinate staff; work effectively with unions and maintain positive employee relations within the department; maintain detailed and accurate records; prepare clear and concise written plans and reports including those submitted to the Board of Directors; prepare and make verbal presentations of technical material to non-technical audiences; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly, concisely, and timely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.

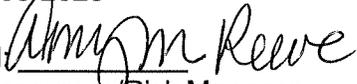
**Working Conditions/Physical Requirements:**

On a daily basis, the essential duties of this classification are performed primarily in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone, computer keyboard, and other office equipment; speak and hear to receive and provide information in person and on the phone; see sufficiently to perform assignments; and intermittently twist to reach equipment or supplies surrounding desk.

The essential functions of this classification require driving due to the need for frequent travel to water treatment plants, pump stations, reservoirs, field sites, meetings, and/or other agency facilities; transportation of time-sensitive/confidential materials, equipment, or water samples; and/or the ability to respond to emergencies, and service disruptions. Alternative transportation is not suitable due to security concerns, logistical challenges, and critical response time requirements.

Occasionally, the essential duties of this classification are performed in the field under various climatic and geographic conditions in an environment with exposure to high frequency and constant noise, dust, allergens, and other environmental irritants and around moving equipment and vehicles and require the ability to: use feet and hands to operate a vehicle and crawl into confined spaces or up ladders when inspecting field sites.

Revised: 03/2025

Approved:   
Human Resources/Risk Manager