



JOB DESCRIPTION

TITLE: Maintenance and Operations Director
STATUS: FLSA Exempt
GRADE: 23

JOB SUMMARY:

Plans, organizes, and manages the programs related to the repair, maintenance, and operation of water distribution and wastewater collection and treatment systems. Ensures safe, effective and reliable water and wastewater services are provided to customers throughout the District.

REPORTING RELATIONSHIPS:

This position reports to the General Manager. This position supervises the M&O Superintendent, the Wastewater Treatment Facility Manager, and the Administrative Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Manages the maintenance and operations programs of the District's water system and wastewater collection and treatment system to achieve or exceed established levels of service with available personnel and within budgeted funds;
- Develops system maintenance and operations plans with a strategic intent to provide efficient and reliable service to a growing region;
- Plans and organizes workloads and staff assignments. Regularly reviews progress and directs changes in schedules as needed;
- Communicates with the public, contractors, government agencies, and District staff to receive complaints and suggestions, provide information and explanations regarding projects, activities, decisions, and resolves disputes and conflicts as needed;
- Develops and administers maintenance and operations budget;
- Implements policies, procedures, and standards for effective operation and maintenance of wastewater collection and treatment and water distribution system;
- Prepares regular reports for the General Manager and District Commissioners;
- Develops and maintains strong interdepartmental working relationships to facilitate development, implementation, and coordination of District programs and initiatives;
- Manages the selection, supervision, and evaluation of maintenance and operations staff. Develops and administers work rules, safety requirements, and performance standards;
- Conducts or oversees performance evaluations; initiates and implements disciplinary actions as warranted. Works effectively to resolve grievances and other sensitive personnel matters.

- Oversees recruitment and training of Department staff;
- Participates in negotiations with the Employee Union on contracts and contract issues;
- Oversees the purchase of all District vehicles as well as equipment and materials for maintenance and operations. Prepares and participates in bidding and/or negotiation for major purchases to ensure timeliness and cost effectiveness;
- Directs the resolution of problems or emergencies relating to water and wastewater operations. Responds to sensitive and/or complex public inquiries or service complaints. Establishes and maintains relations with industrial, wholesale and retail customers, as well as regulatory agencies and the general public;
- Reviews the monthly NPDES reports for accuracy and completeness. Reports any anomalies to the General Manager;
- Attends Board of Commissioners meetings. Communicates plans and actions of assigned areas; and
- Resolves conflict through constructive dialogue and consensus.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Labor/management policies, procedures, and processes;
- Technical knowledge of the construction, maintenance and repair of water distribution, wastewater collection, and treatment systems;
- Maintenance, repair, and control of District's facilities and equipment;
- Telemetry and instrumentation systems;
- Operating characteristics and maintenance requirements of water distribution and wastewater collection and treatment systems, including lift stations, treatment plants, and biosolids disposal; and
- Principles and practice of budgeting and financial controls.

Skill in:

- Visionary and effective leadership;
- Supervision and management;
- Effective written and oral communication applied to interaction with co-workers, supervisor, the general public, etc. sufficient to accurately and efficiently exchange or convey information and to receive work direction;
- Working as a member of a management team pursuing overall organizational goals;
- Team building;
- Developing and implementing goals, objectives, practices, policies, procedures, and work standards;
- Planning and management of assigned work programs, including monitoring work schedules, regulatory requirements, and progress reviews;
- Supervising, developing, and mentoring employees;

- Preparing and supervising the accurate preparation and maintenance of comprehensive reports and records of departmental activities;
- Establishing and maintain effective working relationships with other employees, agencies and the general public;
- Performing analysis and evaluation of operations. Development and implementation of corrective action to resolve problems; and
- Use of office equipment such as copiers, computers and related software (including Microsoft Outlook, Word and Excel), calculators, and telephones.

Experience/Education/Licenses/Certifications:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge, skills, and abilities would be five years of progressively responsible experience supervising and managing the maintenance and operation of water and/or wastewater systems. A college degree is preferred.

License or Certificates:

Possess and maintain:

- Valid Washington State Driver's License
- Water Distribution Manager, Group III (must possess within one year of employment)
- Wastewater Operator Certification III (preferred)
- Current Industrial First Aid & CPR card (desired)

WORKING CONDITIONS:

Duties are performed mostly in an office environment with some exposure to field work. When in the field, the employee will be exposed to adverse weather conditions, automobile traffic, and construction hazards. Incumbent may come into contact with wastewater.

PHYSICAL REQUIREMENTS:

This position typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

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.

ORIGINAL APPROVAL DATE:	August 16, 1999
REVISED:	March, 19, 2007
REVISED:	July 2, 2018

Maintenance and Operations Director