



City of Tempe

WATER UTILITIES OPERATIONS MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	445	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Municipal Utilities	<i>Salary / Hourly Minimum:</i>	\$87,936
<i>Supervision Level:</i>	Manager	<i>Salary / Hourly Maximum:</i>	\$118,714
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Water Utilities Operations Manager
<i>Drug Screen / Physical:</i>	Y	N	<i>EEO4 Group:</i> Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives direction from the Water/Sewer Utilities Deputy Director or other management staff.
Exercises direct supervision over supervisory, technical, and maintenance staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four years of operational, regulatory, infrastructure planning, or asset management experience in a water and/or wastewater utility including two years of recent supervisory level responsibility.
<i>Education:</i>	Equivalent to a Bachelor’s degree from an accredited college or university with major course work in chemistry, civil engineering, environmental science, bacteriology, biology, water or wastewater treatment, public administration or degree related to the core functions of this position. A Master’s degree is preferred.
<i>License / Certification:</i>	<ul style="list-style-type: none"> • Must possess and maintain a valid driver’s license. • Possession of two Grade II Arizona Department of Environmental Quality (ADEQ) Certifications (or reciprocity) in Water Distribution, Wastewater Collection, Water Treatment, and/or Wastewater Treatment is required. • Possession of ADEQ Grade IV Water Distribution and Wastewater Collection Operator Certifications is preferred.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform highly responsible professional and technical work in the leadership and management of programs, activities, and functions within the Municipal Utilities Department.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times;
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Provide leadership to employees in team building, responsible decision-making, and problem solving;
- Provide pro-active performance planning utilizing performance management tools;
- Exercise independent judgment in accomplishing the work of the section;
- Monitor and prepare section-level budgets and supervise cost analyses and budget requests;
- Develop, coordinate, and author policies, procedures, and programs relating to the implementation of system operations according to City ordinances and state, local, and federal regulations;
- Analyze data, complete feasibility studies, review designs for system modifications, review plans, and administer contracts;
- Administer or conduct internal performance audits;
- Assist in the development and review of best management practices, regulations, policies, and procedures which impact organizational performance, and supervise the application of such practices to increase safety, efficiency, public relations, and service;
- Oversee preventative maintenance planning and ensure generally accepted industry asset management standards are used;
- Assist with development of in-service and on-the-job training strategies for staff;
- Provide availability on a 24-hour basis to respond to and manage emergency situations;
- Investigate and resolve technical or public relations problems;
- Promote team involvement and participation in setting goals, priorities, and strategies for safe, efficient, and effective divisional operations;
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, minimize over-time, and work cooperatively and jointly to provide high-quality customer service;
- Utilize sound management techniques and supervisory and labor relations practices;

- Attend and participate in a variety of high level meetings both internal and external;
- Prepare concise, clear, and accurate reports for City Council, department, other jurisdictions or agencies, consulting firms, and the public;
- Recommend and assist in the implementation of goals and objectives, and establish schedules and methods for assigned work groups;
- Evaluate operations and activities of assigned responsibilities, recommend improvements and modifications, and prepare various reports on operations and activities;
- Understand and comply with the Work Force Flexibility/Skill Based Pay (WFF/SBP) program and ensure consistent administration of program processes and procedures;
- Answer questions and provide information to the public, investigate complaints, and recommend corrective action as necessary to resolve complaints;
- Review infrastructure-engineering plans for conformance to City codes and attend pre-construction meetings as required;
- Role model the values of the organization through example and accountabilities;
- Facilitate solutions to problems facing the department/division;
- Perform related duties as assigned;
- Physically present to perform the duties of the position.

When assigned to Water and Wastewater Operations:

- Manage staff and work related to the operation and maintenance of water distribution, wastewater collection, irrigation, stormwater systems to meet all federal, state, and local regulations and requirements.

When assigned to Tempe Town Lake and Field Site Operations:

- Manage staff and work related to the operation and maintenance of water field sites, ground water well sites, wastewater lift stations, and booster stations;
- Coordinate all activities related to Tempe Town Lake to include special events, water quality, preventative maintenance, dam monitoring and structure and related lake infrastructure;
- Serve as central point of contact for internal and external customers as it relates to Tempe Town Lake and as liaison with the Rio Salado Community Facilities District.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators, and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours;
- Climb stairways, ladders, and work on subterranean or elevated structures;
- Traverse uneven surfaces;
- Traverse considerable distances during workday with or without an accommodation;

- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY

Effective November 1988
Revised December 1994
Revised & Title Change February 2000
Revised November 2001
Revised April 2010 (Job Title; Job Duties; MQ)
Revised September 2014 (Update Certification Requirements)
Revised March 2015 (Update Job Title; Job Duties; Certification Requirements)
Revised March 2015 (Update Job Title; Assignments)
Revised March 2019 (PW reorg – moved to Municipal Utilities Dept.)