



City of Tempe

DEPUTY MUNICIPAL UTILITIES DIRECTOR – WATER UTILITIES

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	032		<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Municipal Utilities		<i>Salary / Hourly Minimum:</i>	\$124,596
<i>Supervision Level:</i>	Deputy Director		<i>Salary / Hourly Maximum:</i>	\$168,205
<i>Employee Group:</i>	SMT		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Unclassified		<i>Market Group:</i>	Deputy City Manager
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Officials and Administrator

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives direction from the Municipal Utilities Director.
Exercises direct supervision over professional, supervisory, technical and administrative staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Seven years of full-time increasingly responsible professional experience performing the core duties, either in the public or private sector, in the areas of water/wastewater distribution and collection and water/wastewater treatment and five years of management level responsibility.
<i>Education:</i>	Requires a Bachelor’s degree from an accredited college or university in public or business administration, environmental science, engineering or a degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver’s license.

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 develop, plan, manage and implement division/section goals and objectives that align with the department’s goals and objective; to recommend and administer division/section policies and procedures; to coordinate assigned activities with other City departments and outside agencies; to provide highly responsible and complex

administrative assistance and serve as a technical advisor to the Municipal Utilities Director related to the assigned area of Water Utilities.

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.
- Manage program activities and functions in the Water Utilities Division to assure the protection of the health and safety of the residents and the environment, and the Division's compliance with State and Federal environmental and water quality laws and regulations, and City policies and standards.
- Demonstrate an advanced understanding of Enterprise and Municipal Utility management and strategic leadership.
- Provide leadership to employees in team building, responsible decision-making and problem solving.
- Provide leadership and model principled based management to include selection, training, motivation and evaluation of personnel; provide or coordinate staff training; counsel employees to help correct deficiencies; solicit meaningful feedback from Division employees on policies and procedures; implement discipline and termination procedures. Ensure that division staff contributed to the City's mission and values.
- Facilitate the provision of the highest level of quality customer service possible for Division customers. Ensure that customers are provided the Division's services with a systems approach and with a solutions oriented mindset.
- Provide the Municipal Utilities Director timely and useful information necessary to make strategic decisions on the important aspects of the utility operations.
- Develop, plan and implement division/section goals and objectives in concert with department goals and objectives; recommend and administer policies and procedures.
- Coordinate division/section activities with those of other divisions/sections, departments and outside agencies and organizations.
- Develop actions, procedures and habits that encourage intra and interdepartmental cooperation and reduce barriers within the department and other city departments.
- Provide staff assistance to the Municipal Utilities Director in his/her support of the City Manager and City Council; to include preparing and presenting staff reports, recommendations and technical reports.
- Prepare complex and sensitive reports for State and Federal regulatory agencies.
- Serve as a technical advisor to the Municipal Utilities Director, City Manager and/or City Council on water utility projects related to compliance, water resource management, operations, capital programs, asset management, water and wastewater rates, financial management and

regional water related programs, or other matters for both the City Council and city departments; make presentations to the City Council as required.

- Assist the Municipal Utilities Director in enculturating strategic management philosophy with associated metrics in the business practices. Support the Municipal Utilities Director in evaluating division performance against best in class and best in Valley peer analysis.
- Develop, organize, manage, direct and/or coordinate a diverse and proactive program of water utilities regional partnerships.
- Participate on a variety of boards and commissions; attend and participate in professional groups and committees.
- Participate in the development and administration of water and wastewater rates, division budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement mid-year adjustments; prepare, administer and monitor related financial systems.
- Coordinate the preparation of capital and procurement of capital projects, operating budgets and grant activities.
- Act as a lead in the annual development of a strategic management program to align program activities with the Department, City and City Council strategic priorities by completing and linking the business plan, services standards and development plans and performance report.
- Manage the preparation of agenda items for the City Council, council committees and boards and commissions.
- Develop, administer, monitor and evaluate inter-governmental agreements and contracts.
- Act as liaison with the business community, citizen groups, contractors, State Legislature, and government entities on related activities; serve on regional committees; act as an integral part of local and regional teams that advise city management and/or the City Council on regional issues.
- Respond to and resolve difficult and sensitive inquiries, complaints and requests for services from citizens in an open and creative manner. Communicate and provide information to the public through correspondence, interviews and telephone calls.
- Respond to complex and sensitive requests and inquiries from the general public.
- Provide pro-active performance planning utilizing performance management tools.
- Manage the evaluation, selection and administration of outside consulting contracts for Water Utility related services; evaluate and prepare recommendations regarding the retention of consultants.
- Facilitate long range planning for water utility capacity and infrastructure needs.
- Facilitate and monitor financial rate analyses and makes recommendation to establish public rates for water and wastewater.
- Monitors legislation to ensure compliance with federal, county and local laws and regulations.
- Collaborate with the Municipal Utilities Director's designee to maintain effective and consistent labor relations and open dialogue.
- Respond on a 24-hour basis to manage emergency situations.
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
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

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective May 2003

Revised June 2010 (job title, reporting relationship, duties, and minimum qualifications)

Revised Nov 2010 (Removed driver's license requirement)

Revised Dec 2010 (Title change)

Revised March 2013 (job duties and minimum qualifications)

Revised June 2017 (job duties and minimum qualifications)

Revised May 2019 (PW reorg – retitled and moved to Municipal Utilities Dept.)