

TAHOE-TRUCKEE SANITATION AGENCY

Class Specification

Job Title: Operations Department Manager

Department: Operations

FLSA Status: EXEMPT

Revised as of: 09/2023

DEFINITION

Plans, organizes, directs and reviews the activities and operations of the Operations Department including wastewater treatment operations; coordinates assigned activities with other departments and outside agencies; and provides highly responsible and complex administrative support to the General Manager.

DISTINGUISHING CHARACTERISTICS

The Operations Department Manager duties are administrative/managerial and highly complex in nature, involving highly technical functions. The incumbent has broad management authority for the day-to-day operations of the Operations Department, as well as functional authority/responsibility for overseeing numerous tasks associated with the wastewater treatment functions of the Agency's wastewater treatment plant.

SUPERVISION RECEIVED AND EXERCISED

Reports directly to, and receives administrative direction from the General Manager. Responsibilities include broad management authority over a large and diverse group of management, supervisory, professional, technical, and support positions whose incumbents perform the full range of operational activities.

EXAMPLES OF DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

- Develops, plans and implements department goals and objectives; recommends and administers policies and procedures.
- Coordinates department activities with those of other departments and outside agencies and organizations; provides staff assistance to the General Manager and Board of Directors; prepares and presents staff reports and other necessary correspondence.
- Directs, oversees and participates in the development of the department's work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Supervises and participates in the development and administration of the Operations Department budget; directs the forecast of additional funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements mid-year adjustments.

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- Selects, trains, motivates and evaluates personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures; maintains discipline and high standards necessary for the efficient and professional operation of the department.
- Reviews and evaluates plant operations and performance.
- Directs and participates in negotiations with Federal, State, regional, and local permitting and regulatory agencies; communicates and serves as resource to Agency staff and the Board of Directors regarding compliance issues.
- Coordinates with other department managers regarding the effective planning and implementation of upgrades, improvements and modifications to the treatment plant and ensures minimal disruption to operations.
- Secures and manages the services of contractors and consultants in the performance of operations studies and projects; prepares and administers operations contracts and purchase agreements.
- Performs confined space entries as needed.
- Represents the department to outside groups and organizations; participate in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches and prepares technical and administrative reports and studies; prepares written correspondence as necessary.
- Represents the Agency with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Builds and maintains positive working relationships with co-workers, other Agency employees and the public using principles of good customer service.
- Serves as acting General Manager, as requested.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices associated with the operations of an advanced wastewater treatment plant, including activated sludge wastewater treatment reclamation system, primary, secondary and tertiary processes, solids handling, biological nutrient removal, final filtration and disinfection.
- Principles and practices of wastewater treatment chemistry and microbiology including biological and biochemical reactions.
- Principles of math and data processing applicable to wastewater treatment processes.
- Principles and practices of project management.
- Regulatory compliance issues.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal laws, rules and regulations.

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- Organizational and management practices as applied to the analysis and evaluation of programs.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Operation of office equipment including personal computers, fax machines, copiers, printers, telephones, voicemail and e-mail systems, etc.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Principles and practices of safety and emergency procedures.
- Principles and practices of customer service.

Ability to:

- Plan, direct and control the administration and operations of the Operations Department.
- On a continuous basis, know and understand requirements and all essential aspects of the job; access, review, analyze and interpret a wide variety of reports, technical data and budget documents; know and understand laws, regulations, rules and codes related to area of assignment; observe performance and review and evaluate staff; problem solve department related issues; remember various processes and requirements; and interpret and communicate policy, information and instructions.
- Prepare and administer department budgets.
- Develop and implement department policies and procedures.
- Supervise, train and evaluate assigned personnel.
- Gain cooperation among staff and management team through discussion and persuasion.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Interpret and apply local, regional, State and Federal and Agency policies, procedures, rules and regulations.
- Understand and carry out oral and written instructions, and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance, exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Adhere to and utilize appropriate Agency safety policies, procedures and practices and utilize appropriate Personal Protection Equipment.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

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- Function in confined spaces and/or hazardous environment.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishment of Agency goals, objectives and activities.

Experience and Education:

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

Experience:

Eight years of supervisory or higher-level experience that involved the operation of an advanced wastewater treatment plant, including two years in a management capacity.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in environmental science, engineering, or a related field. Additional experience may substitute for the required education. Equivalence would typically be two years of additional experience for one year of education.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of a valid California or Nevada Class C Driver License is required at time of appointment.

Possession of a Grade V Wastewater Treatment Operator certificate from the California State Water Resources Control Board.

Possession, or ability to obtain confined space certification within six months of appointment.

Persons employed in this classification are required to participate in Agency provided training to acquire basic First Aid and Cardiopulmonary Resuscitation (CPR) certificates during the initial 12 months of employment and continued maintenance of a valid certificate as a condition of employment for this position.

Possession of, or ability to obtain a 40-hour Hazwoper Hazardous Materials Technician Level III certification within six months of appointment.

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PHYSICAL REQUIREMENTS

Work effectively at desk and in meetings for long periods of time; intermittently move, traverse and position self while performing duties; access equipment surrounding desk; activate, use and operate a computer and other office equipment; use telephone; communicate through written means; and move or transport weight of 20 pounds or less.

Ability to wear a self-contained breathing apparatus and air purifying respirator.

WORKING/ENVIRONMENTAL CONDITIONS

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Some duties expose the incumbent to outdoor conditions and to all weather conditions. Possible exposure to chemicals (dust, gases, liquids, solids, fumes), odors and noise. Position requires work both during and outside regular business hours, as well as occasional weekend work and the ability to travel.