

# CITY OF TUALATIN

## Classification Description

**Job Title:** Water Division Manager  
**Department:** Operations  
**Reports To:** Operations Director  
**FLSA Status:** Non Exempt

### **SUMMARY:**

This position is responsible for the day to day operation and maintenance activities of the water distribution system. Responsibilities include planning, coordinating, and managing programs and resources to ensure compliance with local, county, state, and federal regulations; responding to customer inquiries; generate reports and monitoring budgets; and providing leadership, direction, training, safety, and evaluation of employees. Plans, organizes, oversees, and coordinates all programs and activities of the City's emergency management program for coordination of the City's response to local disasters and national security emergencies such as ORWARN; organizes, oversees, and coordinates compliance with Federal, State, and local regulations in regards to certifications, and performs related work as required.

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

Develops and directs short and long-term projects and work assignments; maintains records of materials and equipment used and work accomplished; maintains time sheets and other work and personnel reports as required. Develops work plans, goals and maintenance schedules. Coordinates and directs activities of the water division.

Directs maintenance employees, supervises and may participate with employees engaged in the safe construction, maintenance and repair of a variety of public works projects which may include patching chuck holes with cold mix; unloading and spreading sheet surface materials; laying pipe and installing and repairing water meters and mains.

Develops and performs ongoing evaluation of the City emergency management plan in accordance with state and federal regulations; ensures the City complies with NIMS (National Incident Management System) requirements, including testing programs for preparedness; researches plans at other agencies; prepares the basic operations plan, operating procedures, and contingency documents; coordinates the Emergency Operations Center (EOC).

Develops and maintains the City's Emergency Operation Plan and supporting documentation such as incident specific plans, emergency operations center procedures, and call-out lists. Researches, prepares, and implements City emergency preparedness plans and projects. Prepares, maintains, and updates program documents, reports, records, and files.

Directs the safe storage, transmission and distribution of the City's water supply system and maintenance activities. Supervises inspection, testing and maintenance of meters, storage reservoirs, aquifer storage facilities, water mains, water booster and water works properties and equipment.

Selects and monitors consultants and other firms working on division projects. Negotiates and administers contracts. Manages design, inspections and contract administration on consultant projects.

Orders supplies and equipment. Receives and analyzes various bids for the purchase of maintenance vehicles, equipment and materials. Develops specifications, and receives and analyzes various bids for the purchase of water facility and system work.

Receives and handles inquiries, requests and complaints from citizens and contractors relating to the division's operations and maintenance functions.

Participates on and makes presentations to a variety of committees; attends and participates in professional group meetings.

Recruits, hires and trains personnel to perform work related to operations and maintenance of the division.

Develops division's annual and five-year budgets for review by Operations Director. Assists in developing long-range plans.

Develops and maintains City's cross connection control program.

Establishes new programs and upgrades existing programs for monitoring regulated water contaminants. Changes/adapts all programs as the City's population and requirements fluctuate.

Maintains the City's water quality records, including documentation of all inquiries and monitoring tasks performed. Oversees preparation and submittal of all water quality related regulatory reports.

Communicates and works directly with other department staff regarding projects, including the review interpretation and implementation of project plans.

Communicates and works directly with Finance department staff regarding customer requests for meter reading, leak checks, etc.

Operates and maintains the SCADA system. Makes adjustments when needed, including nights and/or weekends.

Drives to job sites, city facilities, vendors, training programs, and meetings as necessary.

**SUPERVISION:** Supervises and directs employees engaged in water facility and system maintenance activities. Carries out supervisory responsibilities in

accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Attendance & Punctuality** – Consistently at work and on time; Arrives at meetings and appointments on time.

**Change Management** - Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

**Cost Consciousness** - Works within the approved budget; Conserves organizational resources; Develops and implements cost saving measures.

**Crisis Management** – Able to maintain calm in non-standard situations; Recognizes what is most suitable in a given situation; Exhibits decisiveness and responsibility; Knows when to consult and involve others.

**Customer Service** - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

**Delegation** - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Dependability** - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

**Design** - Generates creative solutions; Applies design principles; Demonstrates attention to detail. Makes use of manual and software design tools.

**Diversity** - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

**Ethics** - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

**Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

**Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Interpersonal Skills** – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

**Managing People** - Includes staff in planning, decision making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal & external); Fosters quality focus in others; Improves processes and services; Continually works to improve supervisory skills.

**Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

**Oral Communication** - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

**Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

**Planning & Organizing** – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

**Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

**Strategic Thinking** - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

**Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**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, Skill and Ability:** Thorough knowledge of the materials, methods and techniques used in the safe construction, maintenance and operations of water facilities and other related projects.

Considerable knowledge of principles, practices, and procedures related to disaster preparedness and emergency operations. Understanding of local, state, and federal regulations regarding emergency management and response. Understanding of federal emergency management and disaster preparedness program objectives. Knowledge of effective educational program practices, methods, and techniques in the area of emergency operations.

Considerable knowledge of safety requirements and precautions to ensure safe working conditions.

Ability to plan, review and supervise employees performing various functions relating to the water works field of public works. Ability to maintain accurate inventory, personnel and work records. Ability to establish and maintain effective working relationships with contractors, manufacturer's representatives, public officials, City employees and the general public. Ability to operate a personal computer, and a working knowledge of word processing, spreadsheet and database software.

**Certificates, Licenses, Registrations:**

Possession of a valid Oregon commercial driver's license. Possession of, or the ability to secure possession of within twelve months of employment, an appropriate Oregon Water Distribution Certification based on state classification of the City's system, and Cross Connection Control Inspector Certification. Hazmat Awareness Certification and Incident Command Series Certification.

**EDUCATION and/or EXPERIENCE:**

Five years of responsible public works maintenance and construction experience with at least two years in a supervisory capacity, including experience in the maintenance of water systems. Education equivalent of high school graduation, with two years of additional education or training in public works techniques and principles. Any satisfactory equivalent combination of experience and training which insures the ability to perform the work may substitute for the above.

**PHYSICAL DEMANDS & WORK ENVIRONMENT:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk and talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 100 pounds. Specific vision abilities

required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually moderate to loud.