

**CLASS SPECIFICATION**  
**Water Quality Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, directs and evaluates the activities and personnel of the Water Quality and Treatment Division including water inspection, and water treatment, operational analysis, and supports the technical and professional growth of the division with respect to water quality and treatment, and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This single incumbent class has administrative, financial and management responsibilities for the Water Quality and Treatment Division. With general direction from the bureau head, the incumbent is responsible for developing and implementing division goals related to overall bureau mission and goals. Position is a technical expert who may speak for the Bureau regarding highly political issues. Responsibilities require independent judgment on issues that are complex, interpretive and evaluative in nature and include division and bureau scope. Activities include long-range planning, developing policies, implementing bureau programs at the division level, organizing and directing division programs through management teams, planning, directing and evaluating the division budget. Duties are carried out with considerable independence within the framework of established policies, procedures and guidelines.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned division; with subordinate managers, supervisors and professional staff, develops, implements and monitors work plans to achieve division mission, goals and performance measures; directs the development of and monitors performance against the division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned managers, supervisors and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements, subject to director and City management concurrence.

3. Provides leadership and works with managers, supervisors and professional staff to develop and retain highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Establishes, plans, defines priorities for, and manages the bureau-wide implementation of water quality and water treatment initiatives and programs to ensure successful development and implementation of future water treatment, source water protection, monitoring and reporting requirements and objectives.
5. Prepares or directs the preparation of a wide variety of studies and reports.
6. Reviews and analyzes the impact of new regulatory requirements on operating procedures; identifies and resolves issues to develop compliance and implementation strategies.
7. Monitors developments related to water quality, evaluates their impact, develops and implements policy and procedure improvements.
8. Provides leadership to staff through direction and mentoring.
9. Prepares and maintains a variety of written records and reports.
10. Confers with and advises City staff and other agencies regarding assigned areas of responsibility.
11. Represents the bureau with internal and external groups, agencies and organizations, including the Oregon State DHS, MCHD, AMWA, WRF, and AWWA; participates in regional and national water quality and regulatory impact committees.
12. Assists the bureau's senior management team in providing bureau leadership; participates in developing bureau policies, takes leadership in implementing bureau programs and initiatives, and manages change.
13. Evaluates and approves bureau personnel requirements and policy recommendations; audits bureau and division operations; reviews programs, activities and performance; reviews and approves proposed actions and recommendations of subordinates on hiring, discharge, disciplinary action, grievance resolution and performance evaluations; assures uniform labor contract administration.
14. Manages the evaluation, development, procurement and implementation of new technology relevant to individual work programs including strategies for public acceptance.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of civil and environmental engineering, including water treatment processes, process chemistry, biological and physical sciences, principles of hydraulic engineering, and engineering practice and procedures as applied to water supply and treatment in general as well as specific to the Portland system.

2. Federal, state and local laws, regulations and codes applicable to potable water quality and supply.
3. Risk and crisis communication strategies.
4. Principles and practices of budgeting, purchasing and maintenance of public records.
5. Research methods and analysis techniques.
6. Principles and practices of effective human resource management and supervision.
7. City personnel policies and labor contract provisions.
8. Principles and practices of sound business communications.
9. Safe work practices and safety equipment related to the work.
10. Computer software applications related to the work.
11. Effective leadership techniques.

**Ability to:**

1. Analyze and make sound recommendations on complex issues related to water quality in a large municipal water system.
2. Respond effectively to unusual and emergency situations.
3. Understand, interpret, explain and apply City policy and procedures governing the delivery of safe drinking water and water quality.
4. Present proposals and recommendations clearly and logically in public meetings.
5. Represent the City effectively in negotiations.
6. Develop and implement appropriate procedures and controls.
7. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Establish and maintain effective, collaborative working relationships with all levels of City management, other governmental officials, contractors, suppliers, businesses, labor unions, employees and the public.
10. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
11. Provide leadership and direction within a diverse, team-oriented work environment.
12. Communicate effectively with a broad spectrum of people in a diverse work force and community.

13. Build and maintain professional networks and develop and draw on the abilities of staff.
14. Identify issues proactively, analyze complex problems, and involve others appropriately in making effective decisions.
15. Set strategic goals, develop an appropriate command structure and implement an effective response to a diverse variety of emergency/disaster-related conditions in regard to drinking water.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in environmental engineering, environmental science, or a closely related field; and six years of progressively responsible supervisory and administrative experience in the water sampling, environmental monitoring, or closely related field.

**Licenses; Certificates; Special Requirements**

A valid state driver's license. Registration as a Professional Engineer with the State of Oregon and State of Oregon certification as a Water Treatment level 2 or higher and as a Water Distribution level 4 desirable.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

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**Class History:**

Adopted: 7/1/08

Revised: 3/1/2011 - revised to include new duties and the requirement for technical expertise

June 2009 - Change Job Class number from 7683 to 30001034, due to system change.

Revised: 4/24/2017 - update organizational units due to reorganization of bureau