

**CLASS SPECIFICATION**  
**Water Operations and Support Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general direction, plans, organizes, directs and evaluates the activities and personnel of the Distribution Operations and Support Section of the Operations and Maintenance Group of the Water Bureau. This section is responsible for controlling, monitoring and analyzing the operation of the City's water system through computer, mechanical and electrical systems which they maintain and operate; and performing related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This class has management and financial responsibilities for the Operations and Support Section of the Operations and Maintenance Group of the Water Bureau. With policy direction from the group manager, incumbents are responsible for developing and implementing section goals related to overall bureau mission and goals. Responsibilities require independent judgment on issues that are complex, interpretive and evaluative in nature and include section and division scope. Activities include long-range planning, developing policies, implementing programs at section level, organizing and directing section programs through supervisory teams, planning, directing and evaluating the section budget. Duties are carried out with considerable independence within the framework of established policies, procedures and guidelines.

The Water Operations and Support Manager is distinguished from other public works supervisors and managers by its management responsibility for the Operations and Support Section of the Water Bureau.

**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 section; with subordinate supervisors and professional staff, develops, implements and monitors work plans to achieve section mission, goals and performance measures; directs the development of and monitors performance against the annual section 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 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 supervisors, technical 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 planning goals for the section; sets and communicates section priorities to subordinate supervisors; provides general direction and oversight related to the activities of crews and personnel engaged in the operation of maintenance of the water distribution system to include: operating engineers; computer managers, programmers, technicians and analysts; electricians; and instrument technicians.
5. Ensures and monitors the coordination of section work with the work of other sections, divisions, bureaus, agencies and other entities; works as part of a planning team to develop, update, prepare and prioritize the Capital Improvement Program (CIP) for the bureau.
6. Sets standards for section work to comply with bureau policy, pertinent codes, regulations and guidelines.
7. Reviews proposed and new regulations, identifies and resolves issues, and develops compliance and implementation strategies.
8. Monitors developments related to the assigned section, evaluates their impact, develops and implements policy and procedural improvements.
9. Provides leadership to staff through direction and mentoring.
10. Prepares and maintains a variety of written records and reports.
11. Confers with and advises City staff and other agencies regarding assigned areas of responsibility.
12. Monitors and inspects progress of projects in the field, through reports, interaction with subordinates and the review of completed work orders; evaluates the level of service provided as a basis for making improvements to productivity and cost effectiveness; evaluates work methods and procedures, staffing, equipment, scheduling practices, productivity and costs as guides to improved practices.

13. Maintains emergency response readiness within the section and bureau to deal with city-wide emergency/disaster-related events and daily unplanned response to community needs; plans, and organizes staff to provide emergency response; may act as an Incident Commander in an emergency.
14. Represents the bureau in meetings with other bureaus, divisions, agencies, commercial, and community groups.
15. Develops strategies within the section to create a safety culture that is consistent with bureau and City loss control goals; provides leadership and sets an example that reflects the importance of safe work practices; continually monitors and evaluates section performance against loss control goals.
16. Researches information and develops networks within the public works industry to identify and implement innovations that will improve program, division and bureau performance.
17. Manages the evaluation, development, procurement and implementation of new technology relevant to individual work programs including strategies for public acceptance.
18. Reviews and coordinates the implementation of local, state and federal laws and regulations regarding the operation and monitoring of the water distribution system.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles, practices and techniques involved in the operation, maintenance, monitoring and control of municipal water systems using computer technology for Supervisory Control and Data Acquisition (SCADA).
2. Water system operation, component parts, disinfection and flushing practices, and SCADA-based control, analysis and monitoring systems.
3. Federal, state and local laws, regulations and codes applicable to assigned areas of responsibility.
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.
12. Knowledge of emergency management principles, practices and procedures.

**Ability to:**

1. Analyze and make sound recommendations on complex issues related to the management of a large computerized municipal water system.
2. Manage a complex computer system and understand the relationships between technology, people and organizations.
3. Understand, interpret, explain and apply City policy and procedures governing assigned areas of responsibility.
4. Present proposals and recommendations clearly and logically in 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. Plan strategically and manage to successful completion a wide range of assignments including complex projects, emergency response to emergency/disaster-related events, service improvement initiatives and policy development.

16. Set strategic goals, develop an appropriate command structure and implement an effective response to a diverse variety of emergency/disaster-related conditions.

**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 engineering, public or business administration, or a closely related field; and eight years of progressively responsible supervisory and administrative experience in the planning, design, construction, operation and maintenance of public works facilities; or an equivalent combination of training and experience.

**Licenses; Certificates; Special Requirements**

A valid state driver's license. Ability to acquire a Water Distribution Level III and Water Treatment Level II certification issued by the Oregon Department of Health Systems, Drinking Water Program within 6 months of appointment and a Water Distribution Level IV certification within 12 months of appointment. This position may require additional endorsements, certifications or licenses.

**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: August 13, 2003

Revised: March 2008. Updated bureau name and reporting position title. Revised education requirement to engineering from civil engineering.

June 2009 - Change Job Class number from 7597 to 30000654, due to system change.