



# Ross Valley Sanitary District

## Operations and Maintenance Manager

### **DEFINITION**

Under the general direction of the General Manager, the Operations and Maintenance Manager (O&M Manager) is responsible for managing the daily operations of the District wastewater collection and conveyance system, maintenance on infrastructure such as cleaning of gravity lines, operation and maintenance of pump, inspection and testing of air valve assemblies, customer service calls requiring field personnel response, as well as overseeing the Computer Maintenance Management System (CMMS) of the Operations and Maintenance department.

### **DISTINGUISHING CHARACTERISTICS**

The Operations and Maintenance Manager (O&M Manager) has a broad range of management responsibilities and authority over all wastewater operations in the District.

### **SUPERVISION RECEIVED AND EXERCISED**

This position reports to the General Manager and exercises direct supervision over technical and operations staff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Manage and coordinate safe and effective operations and maintenance (O&M) of wastewater collection systems, including pump stations, force mains, and gravity sewers.
- Work in partnership with General Manager, managers, and supervisors to plan, develop, and implement District-wide programs, procedures, and policies.
- Communicate status of work to General Manager and department staff as appropriate.
- Collaborate with colleagues on District projects and development and implementation of policies and procedures.
- Develop short and long-term operational and maintenance plans; develop specifications and Requests for Proposal; oversee the work of outside consultants and contractors.
- Collaborate with engineering and inspections to give input on capital improvement projects.
- Set and monitor Performance Management goals for the department.
- Provide coaching and directions to Operations Supervisors and Superintendent in developing staff's performance goals and objectives.

- Supervise assigned department employees including directing work, conducting performance evaluations, coordinating training and implementing hiring, discipline and termination procedures.
- Conduct regular meetings with all Collection System personnel.
- Ensure delivery of safety training for department staff.
- Develop, implement, train, and enforce safety standard operating procedures.
- Implement SB198 (IIPP) guidelines; ensure maintenance of safety logs, coordinate safety meetings and training.
- Manage procurement, inventory, and allocation of materials; contact vendors and ensure compliance with District fiscal policies.
- Supervise emergency response and customer relations; responds to emergency calls 24 hours per day, 7 days per week; responsible for regulatory reporting as Legally Responsible Officer.
- Monitor changes in laws, regulations and technology that may affect departmental operations; research and recommend equipment purchases and disposal; implement policy and procedural changes as required.
- Ensure compliance with all applicable federal, state, and local laws and statutes.
- Review and update emergency response plans; conduct annual drill(s) to ensure staff can respond effectively during emergencies.
- Oversee emergency preparedness related to Department functions.
- Understand, enforce, and educate staff on modern asset management philosophies and practices related to wastewater collection systems.
- Oversee the Computerized Maintenance Management System (CMMS) that generates and completes work orders. Analyze data, prepare reports, and maintain updated asset inventory.
- Make presentations of collection systems status and operations to the Board of Directors and represent the District in meetings with governmental and regulatory agencies and the public.
- Prepare annual department budget proposal, including budget forecasts and tracking budget status.
- Participate in professional organizations; attend professional development training.
- Demonstrate initiative and effective skills in troubleshooting, problem solving, and team building.
- Perform other duties as assigned.

## **REQUIREMENTS**

### **Knowledge**

- Principles and practices of supervision, training, and performance evaluation.
- Time management and project management.
- Principles and practices of wastewater collection system maintenance and repair and capital projects.

- Principles of organization, administration, budget, financial, and personnel management.
- Purchasing procedures, cost control and inventory techniques.
- Principles and procedures of emergency response preparedness.
- Understanding and use of heavy equipment, vehicles, power tools, and hand tools utilized in maintenance of District's wastewater collection system, pump stations, and related appurtenances.
- Safety regulations, standards, and procedures in wastewater collection system and pump station maintenance.
- Working knowledge of insurance policies related to coordinating sanitary sewer overflow response.
- Proficient knowledge of the English language, both spoken and written.
- Mathematics and calculations used in construction and wastewater industry.
- Proficient knowledge of modern Computerized Maintenance Management System (CMMS) asset management software and other software related to wastewater operations.
- Standard office equipment, computers, and hardware and software.

### **Skills and Abilities**

- Supervising, training, and coordinating personnel.
- Effective verbal and written communication skills including public presentation skills.
- Understanding and carrying out written and verbal directions.
- Maintaining work records, analyzing data, and preparing reports.
- Understand, interpret, and apply rules, regulations, ordinances, and federal and local legislation.
- Present reports and data before Board of Directors, community members, and government agencies.
- Plan and organize research and statistical work relating to District operations.
- Maintain working relationships with management, employees, Board members, and representatives of external agencies.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Perform data collection and analysis pertaining to administrative, operational, and management matters.
- Proficient in the use of asset management software, and other software related to wastewater operations and management.
- Adept at using good personal judgment and discretion; remaining calm in crisis, emergency, and/or other stressful situations, and using discretion when handling and disseminating sensitive information.
- Explain and enforce District policies and procedures.
- Providing excellent customer service and emergency response.

### **Interpersonal Skills**

- Collaborative problem identification and solution development.
- Communication that maintains productive working relationships and facilitates a useful exchange of information.

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

Any combination of education and experience that provides the knowledge, skills, and abilities required for this position. A typical way of obtaining the required qualifications is to possess the equivalent of:

- Equivalent to graduation from high school supplemented by CWEA certification or courses in water/wastewater resources, project management, or a related field. A college degree is desirable.
- Five years of experience as a supervisor or manager, preferably in water or wastewater operations.

#### **Licensing, Certification, and Registration**

Possession of the following licensures, certifications, and/or registrations:

- Must possess a valid California Water Environmental Association (CWEA) certification at time of hire.
- Must be able to obtain a valid Collection System Maintenance Grade IV issued by the California Water Environmental Association (CWEA) within 36 months of date of hire.
- Must possess and maintain a valid California Class C Driver's License and insurability under the District's vehicle liability insurance coverage.

Failure to maintain requirements may result in loss of employment.

### **PHYSICAL WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Positions in this class typically require sitting at a desk, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, fingering, grasping, talking, hearing, seeing, distinguishing color, and repetitive motions.

Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer keyboard to enter and retrieve data. Acute hearing is required when

providing telephone and personal service. Ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds is required.

**Pre-employment Requirements**

A physical examination is required.

FLSA Status: Exempt  
Employment Status: At Will; Management  
Approved by: Ross Valley Sanitary District Board of Directors  
Date: January 16, 2019  
Updated September 14, 2021