



CRESCENTA VALLEY WATER DISTRICT

SYSTEM OPERATIONS AND TELEMETRY MANAGER

JOB DESCRIPTION

SUMMARY DESCRIPTION

The System Operations and Telemetry Manager (SO&T Manager) position is responsible for planning, organizing, and directing water production and treatment and associated operational and reporting requirements from operating the water distribution system and maintaining SCADA to gathering data for monthly production and reports and collaborating across departments to meet regulatory compliance requirements. Under general supervision of the Director of Engineering and Operations, the SO&T Manager plans and evaluates staff performance, establishes performance standards and sets goals, and develops staff.

This position carries a high level of responsibility and requires a person who can work creatively, resourcefully, and independently. They will understand and demonstrate management and leadership principles, including being deliberate about teamwork and professionalism, being flexible and a good listener, and being able to express ideas and exercise good judgment in analyzing situations and making decisions. They will have the strong technical and interpersonal skills and experience necessary to lead and manage the Strategic Plan goals and objectives of the District, upholding CVWD's values statement, and promoting communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Plan, organize, coach, manage, and evaluate the work assigned to Associate Manager and other staff (SO&T I/II/III); develop, implement, and monitor short and long-term Strategic Plan goals and other plans; develop work standards and monitor performance against annual dept. budget;
- Build, implement, and provide training and leadership for processes that promote efficacy and efficiency for the position's primary areas of focus: operation of the water distribution system; maintenance of critical components of the system such as SCADA, radio communications, and other telemetry, nitrate removal plant, booster pumps, MCCs, etc., and ongoing sampling;
- Identify opportunities for improving service delivery methods and procedures, identify resource needs, and review with appropriate management staff to implement improvements to water production methods blending plans, instrumentation enhancements, and water quality reporting;
- Develop and maintain active relationships with regional agencies and other stakeholders as appropriate;
- Represent the District as its primary public information contact in the field, responding to and resolving difficult and sensitive customer inquiries and complaints;
- Oversee consultants in project execution;
- Prepare and submit all reports and presentations to relevant stakeholders, including customers, staff, other agencies, and the Board of Directors;
- Carry duties out with considerable independence within the framework of CVWD's policies and values statement.

OTHER DUTIES AND FUNCTIONS

- Collaborate across departments in developing and implementing the District's Strategic Plan and associated goals and objectives, in accordance with the District's Values Statement;
- Participate in and provide guidance for the development and implementation of the District's Emergency Response Plan;
- Facilitate disciplinary proceedings as appropriate;
- Oversee planning, scheduling, monitoring, etc. of SO&T staff;
- Participate in the development and monitoring of the SO&T department budget, forecasting funds needed for staffing, equipment, materials and supplies, and major expenditures such as heavy equipment, recommending adjustments as necessary;
- Attend and participate in professional group meetings;
- Stay abreast of new trends and innovations in water production, treatment, and instrumentation;
- Perform complex ad-hoc analyses and other assignments as directed by the General Manager; and
- Other duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Knowledge of:

- Principles and practices of leadership, management, and staff development;
- Operational characteristics of water treatment, including modern water treatment plants, blending, characteristics of chemicals used in water treatment processes, etc.;
- Methods and techniques for conducting water quality sampling and testing;
- Operational mathematics, including calculation of chemical dosing and water flow rates;
- Safety procedures and regulations, safe work practices, and safety equipment;
- Use of, and where applicable, implementation of new software and associated updates;
- Principles of business letter writing and report preparation;
- Principles and procedures of record keeping and file management;
- Pertinent Federal, State and local laws, codes, and regulations; and
- Principles and practices of public relations and customer service.

Ability to:

- Be an effective team member and communicator who contributes constructively and cooperatively to solve project or team issues while working collaboratively on multi-disciplinary teams;
- Manage and supervise staff with direct and indirect reporting relationships in executing Strategic Plan goals and objectives;
- Identify project and program needs and exercise initiative in carrying out assignments;
- Represent the District with a combination of transparency, diplomacy, persuasiveness, discretion, and tact, as appropriate;
- Build complex processes and implement effectively across various departments and functions;
- Develop and maintain good working relationships with other agencies and stakeholders;

- Adjust workload changes to meet deadlines using best practices for organization, planning, and time management;
- Negotiate effectively with agencies, consultants, contractors, the public, and other stakeholders on behalf of CVWD;
- Effect sound project management that holds vendors to agreed-upon contracts;
- Demonstrate flexibility in considering approaches to various issues;
- Handle complex or technical customer inquiries, including communication with the public regarding asset management activities, constructions projects, water leaks and wastewater overflows, District events, etc.;
- Effectively lead and collaborate in a team environment and amongst multiple stakeholders;
- Make effective presentations;
- Use or learn a variety of software;
- Comply with, promote, and enforce CVWD's values statement.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- Education: High school diploma. A bachelor's degree in water technology, management science, public administration, or related field is highly desirable.
- Experience: A minimum of five (5) years of experience in water production and treatment.
- Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.
- State Resources Control Board, Division of Drinking Water - Water Treatment and Water Distribution Operators Certificates: Possession of a T3 or higher and D4 or higher.

Physical Demands and Working Environment:

The conditions herein 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 job functions.

- Environment: Standard office setting; exposure to computer screens; extensive interaction with District staff and the public. Up to 10% to 20% work time spent outside and exposed to the sun.
- Physical: Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.
- Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.
- Hearing: Hear in the normal audio range with or without correction.
- Hours: This is an exempt position, and irregular or extended work hours are occasionally required.

The District is an Equal Opportunity Employer.