

OPERATIONS MANAGER (WATER)

Reports To: Assistant Director of Public Works

FLSA Status: Exempt

Grade: P

Department: Public Works

Summary: The principal job function is to direct the operational water divisions of the Public Works Department consisting of the Meter Services, Distribution, Purification, and Mechanical Maintenance.

This job exists in order to provide basic services to the citizens of the City of Bloomington in the most efficient and economical manner possible.

Essential Functions include the following. Other duties may be assigned. These examples may not include all of the tasks and/or knowledge which may be expected of the employee, nor do they cover all of the specific duties which may be required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.

Plan, direct, coordinate and review the work plan for Public Works staff; assign work activities, projects and programs; review and evaluate work products, methods and procedures; meet with staff to identify and resolve problems.

Select, train, motivate, advise, coach, and evaluate Public Works personnel; provide or coordinate staff training; monitor and evaluate personnel performance against both operational and developmental goals; work with employees to correct deficiencies; implement discipline and termination procedures.

Manage and participate in the development and implementation of goals, objectives, policies and priorities for assigned programs; recommend and administer policies and procedures.

Conduct a variety of organizational and operational studies and investigations; recommend modifications to public works programs, policies and procedures as appropriate.

Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of public works.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Research and prepare detailed management reports and conduct departmental analyses for various purposes, including intradepartmental, interdepartmental, City Council, outside regulatory agencies, contractors, consultants, vendors, the general public, etc.

Assist and make recommendations for the preparation and implementation of the department's budget, capital improvement plan, and orderly, efficient, and economical purification and distribution of potable water consistent with standard operating procedures and department priorities.

Analyze and assist in designing departmental work processes, operations, and construction project approaches to continuously address effective and efficient service delivery.

Develop, recommend, revise, oversee, and enforce organizational and departmental standard operating procedures including City policies, and safety rules and regulations.

Participate and make recommendations in personnel matters including, but not limited to, interviewing and selecting employees, appraising productivity and efficiency of employees, reviewing performance evaluations completed by division managers of their subordinates and offering advice and assistance when necessary; and handling employee complaints.

Assist in administering the union contracts, including addressing grievances and recommending discipline when necessary.

Review and respond to questions, comments, complaints and requests for service by the general public and recommend, establish, and implement revisions to departmental rules, regulations, policies, and procedures as appropriate.

Administer a comprehensive program of required and discretionary safety and skills enhancement and professional development training and other related activities.

Prepare and assist in making presentations before the City Council, Council Committees and Commissions on matters pertaining to the Department when assigned.

Perform related duties as required.

Qualifications:

1) Education/Experience:

a. Required

Equivalent to a Bachelor's degree from an accredited college or university with major course work in engineering, public administration, business administration or a related field. Eight years of experience in operations management is a must.

b. Preferred

Equivalent to a Master's degree from an accredited college or university with major course work in engineering, public administration, business administration or a related field. Union experience is preferred with ten years of experience in operations management and/or in construction operations.

2) General Skill Levels:

Knowledge of:

- Principles and practices of engineering and/or utility operations.
- Principles and practices of program development and administration.
- Operational aspects water resource management, water purification, water distribution, water infrastructure maintenance.
- Water quality monitoring and standards.
- Principles of management, supervision, training, performance evaluation, coaching and mentoring.
- Workplace safety, public safety and risk management pertaining to areas of responsibility.
- Methods and practices of providing high levels of customer service.
- Report preparation methods and techniques.
- City ordinances, budget and purchasing procedures and the ability to apply same.

Skills in:

- Utilizing continuous improvement process to improve departmental services, products, and processes.
- Communicating clearly and effectively, both orally and in writing with a wide range of individuals including personnel, management, contractors, customers, agencies, and the general public.
- Supervising, directing, coaching, mentoring and training direct reports.
- Resolving operational situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Preparing clear and concise reports, correspondence and other written materials.

Ability to:

- Deal with conflict effectively;
- Interact in a positive and understanding manner with community members, public officials, and employees in a variety of situations.
- Direct, appraise and discipline staff in a respectful and constructive manner.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state and local policies, laws and regulations.
- Communicate effectively verbally and in writing with direct reports, other City staff, external entities and the public.

3) Certificates and Licenses:

- a. Required
Illinois Driver's license required.
- b. Preferred
Water Operator's License;
Experience with surface water treatment facilities;
Experience with potable water system transmission, distribution,
and metering operations.

4) Physical Requirements/Working Conditions: Work is performed primarily in an office environment. Work requires traveling to other office locations and other agency facilities in town or around the state for meetings and to City of Bloomington work sites and facilities. Work includes periodically attending meetings outside of normal office hours. There are no extraordinary physical demands on this position other than incidental or occasional oversight work in dusty, moist or humid conditions and outdoors including exposure to a wide range of outdoor weather conditions.