



Approved: June 2024  
FLSA: Exempt

## Utility Manager

### **DEFINITION**

Under general direction, plans, schedules, assigns, and reviews the work of consultants, contractors and staff within assigned area. The Manager will also assist with long- and short-term project planning, design, maintenance, and operations in one or more of the following utility areas: water, wastewater, collection systems, solid waste, telecommunications, storm drain systems, and other utility related programs. Additionally, the Manager performs a variety of complex and responsible support to the City Manager and Public Works Director on all City utility related matters.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the City Manager and Public Works Director. Exercises general direction and supervision over supervisory, technical, operational, and administrative support staff.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, evaluating the work of City consultants, contractors and staff. Responsibilities include developing and implementing policies and procedures for assigned programs, budget administration and reporting, contract administration, and program evaluation. Incumbents serve as a resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Public Works Director in that the latter has overall management responsibility for all public works programs, functions, and activities, and for developing, implementing, and interpreting public policy.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Oversee the operations and contract management of the City's water, wastewater, collection systems, solid waste, telecommunications, and other utility related programs.
- Oversees the development of consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops, negotiates, and reviews contract terms and amendments; ensures contractor compliance with City and department standards and specifications and time and budget estimates; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Advertises, awards, administers public contract for utility related capital projects.
- Participates in the development and implementation of goals, objectives, policies, and priorities for utility services.
- Develops and standardizes procedures and methods to improve operations, and continuously monitors the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends changes to management.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees on performance issues; implements discipline and termination procedures.
- Materially contributes to the development, management and oversight of division budget.

- Meets and confers with contractors, engineers, developers, architects, a variety of outside agencies, including regional and regulatory agencies, and the general public in acquiring information and coordinating utility matters.
- Serves as a liaison for the department to other City departments, divisions, elected officials, outside agencies, and the public; attends meetings in various locations; provides staff support to commissions, committees, and task forces; participates in community events and workshops that provide public information regarding departmental programs, projects, and services; explains and interprets departmental programs, policies, and activities.
- Provides highly complex staff assistance to the City Manager and Public Works Director; serves as a resource to City staff and consultants related to assigned utilities; conducts a variety of organizational and operational studies, special projects, and investigations.
- Prepares and presents concise, accurate, and compelling staff reports, presentations, graphs, charts, and other necessary materials and correspondence related to assigned activities and services to various personnel, boards, City Council, commissions, committees, and boards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in utilities; researches emerging products and enhancements and their applicability to City needs; monitors changes in regulations and technology that may affect utility programs; implements policy and procedural changes after approval.
- Responds to difficult and sensitive public inquiries and complaints and assists with resolutions and alternative recommendations.
- Performs other related duties as assigned.

## **JOB-RELATED QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership and supervision.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Contract management practices and knowledge of public contracting laws in a public agency setting.
- Operation of processes and equipment common to water and wastewater collection systems and treatment facilities, water treatment and distribution, stormwater collection, solid waste diversion and recycling, solid waste franchising and transport, National Pollution Discharge Eliminations System (NPDES).
- Applicable federal, state, and local laws, regulatory codes, ordinances, safety regulations, and procedures relevant to water, wastewater, storm water systems, solid waste, and other utilities.
- Project management practices associated with public works programs and private development projects.
- Principles and practices of environmental impact assessment and related regulatory processes.
- Methods, materials and techniques used in the construction of public works projects.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Municipal public works activities, including engineering, water, wastewater, streets, transportation, facility, parks and public right of ways.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and City policies and procedures relevant to assigned area of responsibility including Title 21 and 22 of California regulations and AB 1343.
- Operation and maintenance of storm water pump stations

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- Utility system standard plans
- Operation and maintenance of potable water well and pump systems
- Principles and practices of public works contract administration and grant proposal writing.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

### **Ability to:**

- Select, supervise and mentor staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance objectively and positively.
- Provide administrative, management, and professional leadership for the division and the City.
- Plan, organize, and direct effective utility services and programs.
- Conduct complex utilities research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports.
- Prepare and administer large and complex budgets; allocate limited resources in a cost-effective manner.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Effectively administer complex projects with contractual agreements and ensure compliance with stipulations.
- Conduct effective negotiations and effectively represent the City and the department in meetings with governmental agencies, contractors, vendors, and various businesses, professional, regulatory, and legislative organizations.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Understand, interpret, explain, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the City in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Learn and understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Work the hours necessary to accomplish the assigned duties, including evening and weekend hours; attend evening meetings; travel out of town and attend workshops, conferences, seminars during work and non-work hours.

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to a bachelor's degree with major coursework related to water systems, environmental or civil engineering, biological or physical sciences, and seven years increasingly responsible experience in water systems, wastewater collection and/or other public utilities; including three years of supervisory experience and possession of a valid and appropriate California Driver's License.

### **Licenses and Certifications:**

Highly Desired:

- Water Distribution Operator Grade D2 certificate issued by the California State Water Resource Control Board.
- Water Treatment Operator Grade T2 certificate issued by the California State Water Resource Control Board.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, to inspect City sites, including traversing uneven terrain, climbing ladders, stairs, and other access points, to operate a motor vehicle, and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas and to conduct inspections may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

### **ENVIRONMENTAL CONDITIONS**

Employees predominately work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees will work in the field and occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous chemical substances and fumes. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.