



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Director of Water Engineering and Operations
REPORTS TO: General Manager

STATUS: Exempt / Non-union
RANGE: 52

POSITION SUMMARY: The Director of Water Engineering and Operations serves as the leader of SUB's Water Division consisting of approximately 37 employees. This position serves as one of the top management positions that form the General Manager's Executive Management Team. This team conducts short and long range planning, coordinates activities among divisions and formulates policies for the Board of Director's consideration

This position's key responsibilities include: using independent judgement to carry out the general direction of the General Manager; leading staff in the areas of engineering, operations, maintenance and construction; ensuring the Water Division's products and services meet or exceed all federal, state and SUB quality, productivity and customer service requirements and standards; ensuring SUB's mission, core values, goals and policies are followed internally as well as externally at the local, state and federal levels.

This position has numerous contacts with other divisions, various outside public municipal and regulatory agencies, companies and other utilities. Work performance is reviewed for the effective functioning of the division for the accomplishment of goals and objectives within an approved budget and for the effective and efficient management of the Water Division. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains positive, cooperative and team oriented interpersonal relationships with fellow employees and supervisor.
3. Ensures efficient and effective use of staff, facilities and other vital resources used in the production, treatment and delivery of water to customers in the service area.
4. Ensures all construction plans and work standards are accurate and conform to accepted engineering practices and regulatory rules or standards.
5. Creates and supports a safe work environment to prevent work related injuries.
6. Reviews and controls work plans, estimates, costs and schedules.
7. Monitors water quality regulations and ensures adequate protection and testing of the water quality.
8. Delegates work, sets parameters and evaluates final products to ensure they meet standards.

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9. Prepares short and long term financial and resource plans.
10. Demonstrates and models exemplary leadership to all employees in the areas of production, process and relationships.
11. Evaluates the overall operation of the division including: systems, productivity, staffing requirements and establishing and achieving goals.
12. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget for each assigned division and/or department.
13. Provides a positive, inspiring and motivating work environment for staff.
14. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
15. Documents personnel actions according to policies and procedures and under the guidance of the HR manager.
16. Conducts Performance Appraisals on schedule as needed and/or required; monitors and evaluates performance; collaboratively establishes goals and performance improvement plans.
17. Plans and conducts orientation of new employees.
18. Promotes and supports ongoing education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.
19. Collaborates and openly and effectively communicates with other directors and/or managers to identify and solve problems and to coordinate resources.
20. Promotes and maintains open and effective communication with staff.
21. Conducts regular and impromptu staff meetings to share information, gain knowledge and visits job sites for understanding.
22. Develops new job descriptions as needed and reviews current job descriptions annually.
23. Recognizes contributions and celebrates small and big individual and team accomplishments.
24. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development, success and succession planning for the Division.
25. Ensures compliance of SUB work rules, policies, procedures and safety practices.
26. Makes presentations before the Board of Directors as requested.
25. Maintains a valid Oregon driver's license and good driving and safety record.

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26. Maintains confidentiality of organizational and staff information.

27. Maintains reliable and predictable attendance.

Marginal Functions

28. Represents SUB at public presentations.

29. Monitors competitive position in relation to other water utility providers.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above qualifications, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Maintaining a cooperative and helpful attitude toward fellow employees
- Being professional, honest, courteous, loyal and respectful to others in your conduct
- Positively accepting suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- Water Superintendent, Water Production Foreman, Water Engineering Supervisor, Water Quality Program Manager, Administrative Assistant, Customer Service Rep, Drinking Water Source Protection Coordinator, Sr. Civil Engineer, Civil Engineer

MINIMUM QUALIFICATIONS

Experience

- A minimum of six years' recent management experience at a division level or higher
- Demonstrated experience in the leadership and coaching of staff, program development and engineering and/or construction project management in the public or private sector, with a strong, broad background in utility and/or construction management

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- Experience in collaboratively working with private, public, municipal and regulatory agencies
- Experience with water quality and/or water source protection desired

Knowledge, Skills & Abilities

- Model behavior and exemplary leadership skills to motivate, coach and develop highly skilled, efficient and productive teams
- Considerable knowledge and skills in the design, construction, maintenance and safe operation of water production facilities, storage facilities and water delivery systems
- Knowledgeable of applicable regulations and codes relating to the operation of a water utility to ensure compliance
- Vision, strategic short and long-term planning, and budget preparation skills
- Managerial and operational skills to lead multiple departments with diverse functions
- Ability to evaluate, communicate, and implement best-practices and systems to optimize SUB's specific needs.
- Water utility construction, operations, maintenance and safety
- Excellent oral and written communication skills
- Working knowledge of water quality protection processes, water quality regulations and water chemistry
- Proficiency in MS Office applications, skilled in spreadsheet applications, and basic knowledge of AutoCAD software
- Excellent judgment skills in the use of tact, diplomacy and courtesy with customers, employees, regulatory agencies and vendors
- Employee recognition and celebration
- Project and workflow management
- Complex problem solving and decision making
- Time management
- Organizational and interpersonal skills
- Manage difficult and challenging personnel and operational situations

Education

- Bachelor's degree in applicable area of study, preferably in civil engineering. An equivalent to a Bachelor's degree is 15 years of experience at SUB.
- Registration as a Professional Civil Engineer preferred

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maximum alertness and concentration.
- **ABILITY TO DEAL WITH STRESS:** Interacts with co-workers, supervisors and the public; thinks and reacts quickly and calmly in a stressful situation.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to energized wires to workers, movements of bucket truck and other equipment.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive vehicles on highways
- **HEARING:** Hears adequately to operate a two-way radio and telephone.
- **SPEECH:** Speaks clearly, communicating by two-way radio and telephone.
- **STANDING:** The worker stands on dirt, concrete, asphalt or solid floors for 20% of the workday.
- **SITTING:** Worker sits on a bench-style pickup seat one-half hour maximum at one time while traveling to a job site on an occasional basis. Total sitting is three hours or more a workday.
- **WORKER MOBILITY:** Can change positions frequently.
- **WALKING:** Rarely walks one-half mile at a time on uneven ground. Total walking per shift is 0% - 10%.
- **LIFTING/CARRYING:** 0 -10 lbs. – continuously; 11-20 lbs. – frequently; occasionally worker may carry boxes of office supplies and move office furniture.
- **PUSHING/PULLING:** Limited to opening doors.
- **REACHING/HANDLING:** Not usually required.
- **TWISTING:** Rotates head fully to both sides to observe equipment and workers while standing on the ground.
- **CLIMBING:** Climbs stairs on business.

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- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Occasionally performs a variety of light tasks outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy or icy conditions.

Exposed to noise from traffic construction equipment near construction equipment sites, jack hammers, hydraulic saws and tamps and tree trimmer chippers for less than one hour per day.

Hearing protection is provided.

Exposed to numerous types of pollen depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur.

Revised: October 8, 2018