



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Water Quality Program Manager

STATUS: Exempt / Non-union

REPORTS TO: Director of Water Engineering and Operations

RANGE: 35

POSITION SUMMARY: The Water Quality Program Manager position is responsible for the management of water quality related programs including sampling, testing and reporting requirements set by the federal and state government. Designs and implements sampling and treatment plans to address water quality concerns and requirements. Manages the drinking water quality protection programs, which includes the Cross Connection Control Program (CCCP). Assists in the day-to-day operations of the Water Division, projects and/or programs for water quality protection. Coordinates with other departments to conduct required water quality monitoring and sampling. Provides support to the field crews and others as it relates to water quality. Uses independent judgment in the performance of duties. 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 professionalism and effective teamwork in the performance of job duties.
3. Demonstrates and models exemplary leadership to all employees.
4. Provides a positive, inspiring and motivating work environment for staff.
5. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
6. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget for the division and department.
7. Documents personnel actions according to policies and procedures and under the guidance of the HR Manager and Director.
8. Conducts performance appraisals on scheduled as needed and/or required; monitors and evaluates the performance; collaboratively establishes goals and performance improvement plans.
9. Plans and conducts orientation of new employees.
10. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.
11. Collaborates and openly and effectively communicates with other directors and/or managers to identify and solve problems and to coordinates resources.

Page 2 – Water Quality Program Manager

12. Develops new job description (s) as needed and reviews current job description(s) annually.
13. Maintains confidentiality of organizational and staff information.
14. Recognizes contributions and celebrates small and big individual and team accomplishments.
15. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
16. Develops ways to identify, evaluate and reduce water quality threats to the water system and provides procedures to measure effectiveness of strategies designed to control these threats.
17. Supports the Water Division in emergency response planning and operation for water quality threats.
18. Manages and oversees staff responsible for implementing the CCCP.
19. Keeps current on and ensures compliance with all rules and regulations relating to water quality, including system flushing requirements and corrosion control adjustments.
20. Develops and provides annual water sampling plan schedule for compliance with state and federal laws, including required reports and documentation.
21. Ensures the documentation and database for the CCCP are complete and up-to-date.
22. Reviews, evaluates and develops water quality, system monitoring plans and material specifications specifically for water quality.
23. Maintains reports, documentation and files to meet SUB and Oregon Health Authority – Drinking Water Program requirements, which include public notices and Consumer Confidence Rule report.
24. Receives and follows up with appropriate and timely responses to customer water quality complaints and questions.
25. Prepares department planning documents and supporting progress reports.
26. Coordinates with Oregon Health Authority – Drinking Water Program and Water Division Management Team to ensure compliance with the Water System Survey.
27. Provides training classes in technical support for Water Division staff and public.
28. Maintains valid Oregon driver's license and good driving and safety record.
29. Maintains current certifications for Water Treatment Plant Operator Level III and Water Distribution Level IV from the State of Oregon Health Authority.
30. Maintains reliable and predictable attendance.

Page 3 – Water Quality Program Manager

Marginal Functions

31. May serve as project manager for specific projects.
32. Conducts regular visits with construction and production job sites for understanding of crews' work.

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 responsibilities, 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
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to 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

- Customer Service Representative – Water Quality

MINIMUM QUALIFICATIONS

Experience

- Minimum of five years of program/project management and/or civil engineering experience in the public or private sector, with a strong, broad background in water quality, backflow prevention and water source protection management
- Considerable knowledge of federal and state water quality requirements; experience with source water protection implementation and the selection and operation of a variety of water treatment facilities is strongly desired

Knowledge, Skills & Abilities

- Multi-agency coordination and management of complex wellhead protection and other water quality protection programs
- Working knowledge of water quality and backflow prevention regulations

Page 4 – Water Quality Program Manager

- Working knowledge of water chemistry, safe operation/construction/maintenance of water production facilities, storage facilities and water delivery systems
- Excellent project, planning and time management skills to multi-task and to meet deadlines
- Excellent writing skills for documentation and maintaining files and reports
- Effective oral communication skills to make presentations and meet with customers
- Detailed oriented and excellent organizational and interpersonal skills
- Basic knowledge of Microsoft Word, Excel, PowerPoint and Access software
- Required to use appropriate discretion with customers, fellow employees, city, county and state agencies when dealing with issues of a sensitive or confidential nature

Education

- High school diploma or equivalent
- Bachelor's degree or equivalent experience in managing water quality protection programs, backflow prevention programs, water treatment systems, or other related certification or experience
- Possess current certifications for Water Treatment Plant Operator Level III and Water Distribution Level IV from the State of Oregon Department of Human Services

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times directing work of fellow employees while working by himself/herself.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions quickly and calmly in stressful situations. Thinks and reacts quickly if accidents occur. Interacts well with co-workers. Able to coordinate and direct many jobs/tasks, employing a variety of people at the same time.
- **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.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment, or objects falling from above.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
 - Night vision:** Maintains the visual abilities listed above when working at night and in poor light and inclement weather conditions.
- **HEARING:** Hears spoken conversation well and on telephone despite heavy background noise from traffic, construction equipment, rain or wind, and when visual signals cannot be used. Hears adequately to operate a two-way radio.

Page 5 – Water Quality Program Manager

- **SPEECH:** Speaks loudly and clearly enough to be accurately understood when speaking to a co-worker, or when up to 100 feet away from a co-worker despite heavy background noise from traffic, construction equipment or wind, and when visual signals cannot be used. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on the job a very short period of time. The worker may actually be on their feet for longer periods of time, but maneuvers around the work site at intervals.
- **WORKER MOBILITY:** Can change position frequently, in and out of vehicles and in and out of holes/trenches using ladders and not using ladders, which requires full body bending and/or twisting and/or lifting. At times on knees and bent over. Must be able to operate manual transmission.
- **SITTING:** Worker sits on a variety of vehicle seat types and office furniture. May spend up to an eight-hour shift sitting.
- **WALKING:** Rarely walks one to two miles at a time on uneven ground. More common maximum distance walked is 1/8 to 1/4 miles. Total walking per shift is 0-15 percent. Walking occurs in slippery conditions, in mud, on rock, and on uneven ground.
- **LIFTING/CARRYING:** 0-10 lbs.--often; 11-20 lbs.--occasionally; 21-50 lbs.--occasionally.
- **PUSHING/PULLING:** Pushing/pulling materials and equipment from trucks. Pushing /pulling may be done while bent over.
- **REACHING/HANDLING:** Occasionally works at full extent of his/her reach. Writes information and draws diagrams. Uses 10-key, data entry, computer, opens envelopes, uses telephones, radios, etc.
- **TWISTING:** Rotates head fully to both sides to observe equipment and co-workers while maintaining body in awkward position. Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs in and out of ditches/holes. Climbs into manholes and into underground vaults. Climbs hills and walks over uneven ground while carrying equipment. Climbs in and out of trucks and heavy equipment.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Performs a variety of non-strenuous tasks outside with temperatures varying from below zero to over 100 degrees, sometimes in rainy, windy, snowy or icy conditions. Exposed to occasional noise from traffic construction, heavy equipment near construction sites, jack hammers, power saws, and tamps. Hearing protection is provided. Works occasionally in confined spaces, such as underground vaults requiring entry through a manhole. Works occasionally in ditches of various depths and widths. Works inside shoring when required. Exposed to chemicals (primarily through skin contact or inhaling) used to glue pipe and disinfect pipe often in the ditch. Exposed to numerous types of pollen, depending on location, season or climatic conditions. Bee/wasp stings, animal bites or poison oak may also occur. Exposed to some petroleum products used for maintenance of trucks and trailer.

Page 6 – Water Quality Program Manager

- **PRODUCTS AND MATERIALS:** Glass bottles, plastic, chemicals and metal pipe/fittings.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radio and other office equipment.

Revised: May 1, 2017