



# Birch Bay Water & Sewer District Job Description

Job Title: Operations Department Manager

FLSA Status: Exempt

Reports to: General Manager

Revision Date: October 5, 2023

## **JOB SUMMARY:**

Under the direction of the General Manager, the Operations Manager is in "responsible charge" of safe operating and maintenance functions of the water system, wastewater collection, and wastewater treatment systems, ensuring performance in accordance with all local, state, and federal regulations and permits. The position has field and administrative responsibilities for planning and delivering operation and maintenance programs and services, maintaining process viability, responding to emergency events, and supervising and leading assigned personnel. The manager plans, develops, implements, monitors, and optimizes programs and services for the water system, treatment plant, facilities and assets, and collection system, overseeing job and safety training, employee development, budgeting, reporting, and project prioritization. The manager interfaces with a wide variety of internal and external stakeholders, including the City of Blaine whom we purchase wholesale water.

## **DISTINGUISHING FEATURES (includes but not limited to):**

The manager is responsible and accountable for all activities and the overall operations, programs, performance, and efficiency of the water distribution system and wastewater system and management and development of staff to meet the goals and objectives of the District. The Manager serves as a member of the District's Leadership Team, participating in the development and implementation of District goals, objectives, policies, and procedures.

## **MINIMUM QUALIFICATIONS:**

### **Demonstrated Knowledge of:**

- Extensive knowledge related to sewer and water facilities, collection and treatment systems, and processes.
- Federal and state regulations, permits, and reporting requirements.
- Federal and state health and safety regulations and safe work practices.
- Principles and practices of asset management and project management.
- Public procurement practices and contract administration and budgeting.
- Human resources supervisory and management principles and practices.
- Industrial wastes and their effect on treatment processes and equipment.
- Emergency response procedures
- Partnerships with other local governments

### **Skill in:**

- Planning, organizing, directing, and reviewing the work of skilled technical personnel.
- Supervising, training, and motivating staff and the fair and consistent application of behavioral standards. Including workplace safety.
- Data analysis and interpretation, analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing actions in support of objectives.
- Use of modern office equipment and computers, including basic Microsoft Office suite (Word, Outlook, Excel, Access, PowerPoint).

- Use of technology to monitor and improve collection system and plant operations and provide preventive maintenance, including computerized maintenance management systems and SCADA.
- Maximizing system performance within existing budget constraints.

**Ability to:**

- Communicate technical information effectively and persuasively to technical and non-technical audiences.
- Prepare and deliver clear and concise administrative and operational reports.
- Understand and interpret process and lab reports.
- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Read and interpret construction plans and specifications.
- Read, interpret, and apply pertinent policies, procedures, laws, codes, regulations, and permits.
- Delegate responsibility to the most appropriate team or individual and hold team members accountable for the responsibilities assigned.
- Foster and maintain a supportive, professional, and respectful working environment and resolve conflict in a respectful and direct manner.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Understand and follow directions, effectively adjust to changing priorities, problem solve and multi-task, and be decisive in taking actions and making decisions.

**Education and Experience:**

Any combination of education, training, and experience which provides the knowledge, skill, and abilities to effectively perform the work. A typical way to acquire this includes:

- High school diploma or GED and
- Associate degree in engineering, science, or other related field (Bachelor's preferred).
- Seven years of increasingly responsible wastewater treatment operations and maintenance experience working in a Class III or IV domestic treatment plant OR, depending upon assignment, equivalent experience managing wastewater collection systems, water systems, or other equivalent technical operations. Four years of management and supervisory responsibility.

**WORKING CONDITIONS:**

Work is primarily conducted from an office located at the wastewater treatment facility, but also requires occasional work occurring outdoors, in all weather conditions. Requires strength and mobility for this setting and the ability and willingness to move about various sites, including stairways, hazardous surfaces, and walkways. Due to the industrial nature of the plant, its materials, equipment, and technology, many safety and health hazards exist, including exposure to raw sewage and/or odors. Corrected vision sufficient for the use of computer devices and viewing plans and documents is required.

## **TYPICAL DUTIES & RESPONSIBILITIES:**

The duties listed below, while not all-inclusive, are characteristic of the type and level of work associated with this position. Position may perform all, or some combination of, the duties listed below, as well as other related duties. The District reserves the right to add, modify, or remove duties as appropriate to meet business needs.

- Supervises and directs staff in the safe operation and maintenance of the water and sewer systems and related facilities, including instrumentation and control systems.
- Coordinates with the City of Blaine on water system issues
- Oversees the activities of the wastewater laboratory, including sampling, analyses, and governmental reporting.
- Oversees the biosolids program, including solids processing, and contract administration for land application and trucking services.
- Plans, directs, coordinates, and reviews the work plan for operation and maintenance of the assigned facilities and track resources needed for the work, ensuring needed tools and resources are available to accomplish work plans; coordinates multiple work activities between operations and maintenance.
- Actively manages preventative and corrective maintenance programs; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors workflow; reviews and evaluates work products, methods, and procedures.
- Demonstrates a strong commitment to safety activities, practices, and standards; periodically checks the workplace to identify and resolve safety issues and concerns.
- Analyzes data and uses technology and sound judgment to recommend and implement projects and process improvements to deliver cost-effective services.
- Participates in the preparation and administration of the water and wastewater operating budget; submits budget recommendations; contracts and procures resources, services, and equipment necessary to carry out activities; monitors and approves expenditures.
- Provides data, information, and input to facilitate the asset management programs and short and long-range capital planning for the upgrade, expansion, and restoration and replacement of infrastructure, assets, and equipment.
- Provides assistance and expertise in the planning, design, construction, and startup of facilities, maintaining regulatory compliance during construction activities.
- Prepares, signs, and submits reports on water and wastewater activities to regulatory agencies.
- Provides Board-level management reporting and analysis of the productivity, efficiency, and effectiveness of the collection system and/or plant programs and activities and participates in Board, committee, and special project meetings.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints and participate in neighborhood association activities.
- Recommends, develops, implements, and updates a comprehensive preventative maintenance program for District operational assets.
- Oversees the maintenance of District buildings and grounds within established levels of service.
- Oversees the operations and maintenance of wastewater collection systems and water distribution facilities within established levels of service, including preventative and corrective maintenance.
- Oversees the operations and maintenance of the District fleet within established levels of service, including preventative and corrective maintenance and future capital and restoration and replacement needs.
- Responds to emergency situations, including work after hours. Makes decisions and judgments in the field on non-routine or extraordinary occurrences.
- Performs other related duties as assigned.

**RELATIONSHIP WITH OTHERS:**

The Operations Manager has frequent contact with District staff and external stakeholders, including local and state agency staff, elected officials, and the public. May serve as a liaison with the Department of Ecology and Department of Health regarding performance and regulatory compliance matters.

**SUPERVISION:**

Exercises direct supervision of water and sewer foremen and interacts with and indirectly supervises all assigned staff. Fulfills all supervisory responsibilities in accordance with District policies and procedures and applicable state and federal laws. Assists in the selection, training, monitoring coaching, and evaluations of staff.

This employee works with a high degree of independence, reporting to and receiving direction from the General Manager. Review of work primarily occurs to ensure the achievement of the overall program or project goals and objectives. Coordination with the Finance Director and Assistant General Manager in an effort to achieve financial and Board of Commissioners objectives.

**SPECIAL REQUIREMENTS:**

- Group III Wastewater Treatment Plant Operator certificate required.
- Group II Water Distribution Manager Certification - Or ability to obtain within two years.
- Possession of a valid Washington state driver's license, by date of hire, with a good driving record.

Approved:

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Dan Eisses – General Manager

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Date

