

# Job Description

**Position Title:** Operations Manager

**Reports To:** Executive Director

## Position Summary

At the direction of the Executive Director, the Operations Manager is responsible for/to: directing and coordinating all aspects of the operations of the Authority as relate to public wastewater collection and treatment systems as well as public drinking water production, storage and distribution systems; Monitor the performance of various supervisors and employees to ensure compliance with all applicable local, State, County and Federal regulations governing water supply and wastewater treatment systems; Prepare and submit reports to local, State or Federal regulatory agencies as required; As directed by the Executive Director, communicate with and report to members of the Board to discuss issues, coordinate activities and solve problems to ensure the continued operations of the Authority's treatment and distribution systems; Oversee and assist department supervisors in the preparation and submission of budget requests for their areas of responsibility; Meet with department heads to engage in strategic planning to ensure that the Authority may continue to meet the community's needs; Supervise the Authority's various capital improvement, repair and replacement projects; Review purchase requisitions for compliance with the Authority's procurement policies; Develop and schedule both short and long range programs/projects; Identify and develop corrective action plans to solve problems; Monitor and evaluate various assigned subordinates; At the direction of the Executive Director attend Board meetings as well as meetings of the Governing Body as required; As directed, meet with the Township's Office of Community Development on all redevelopment projects regarding water and sewer infrastructure needs; Coordinate the activities of the Authority's professional staff including but not limited to general counsel, engineers, labor attorney.

## Basic Requirements

1. Education
  - a. Required-bachelor's degree from an accredited college or university in environmental sciences, engineering, public administration or a related field. The Board may, at its' discretion, wave this requirement for an otherwise qualified, licensed candidate.
  - b. Required-5 years of experience in a public utility or related construction field with a minimum of 3 years supervisory experience.
2. Licensure
  - a. Required-Appropriate NJDEP industry licenses including S4, T2, W3 and C4 or the ability to acquire same within a reasonable period of time as determined by the Authority. Possession of NJDEP licenses S4, T2, W3 and C4 preferred.
  - b. Valid New Jersey passenger driver's license.

## **Basic Qualifications**

1. Knowledge of State, Federal, County and local laws, rules and regulations related to water supply and wastewater treatment systems.
2. Proven track record of success in a public or private utility or other similar government institution.
3. Must possess strong organizational skills.
4. Ability to properly gather and analyze data to make sound decisions and solve organizational problems.
5. Ability to monitor and supervise the daily operations of the Authority's facilities and effectively communicate orders, direction and instruction to subordinates.
6. Ability to evaluate subordinates performance and deliver both positive and negative feedback as needed.
7. Ability to communicate with the Executive Director, Assistant Executive Director and the Authority's Board of Commissioners.
8. Ability to communicate with persons outside of the organization including customers, vendors, Federal and State regulatory agencies and the Township's governing body as needed in a professional and effective manner.
9. Ability to carry out and coordinate the directives and resolutions approved by the Authority Board of Commissioners.
10. Ability to work effectively with the Authority and Township professionals including, but not limited to, Director of Community Development, Township Manager, public safety officials, engineers, general counsel, auditors and vendors.
11. Ability to keep accurate records, prepare and analyze comprehensive reports, prepare memos and other written correspondences.
12. Ability to use a computer and software as needed.
13. Ability to oversee compliance with the Authority's standard operating procedures and general policies governing the operation of the Authority's various systems and processes and take corrective action when needed.
14. Ability to oversee various capital improvement, repair and replacement projects to ensure that they proceed on time and within budgeted resources.
15. Must be able to motivate and develop Authority staff.
16. Must be able to report for work, on time, physically fit in a predictable and reliable manner.
17. Must be able to work extended hours and overtime as needed. Must be able to work any shift as needed to complete the Authority's mission.
18. Must be able to follow directions as well as give direction.
19. Ability to engage in sound public relations and represent the Authority at all times in an effective and professional manner.

## **Knowledge, Skills and Abilities**

Knowledge of: wastewater collection and treatment systems, water storage, purification and distribution systems including but not limited to basic hydraulics, structural analysis, chemical and biological processes; State and Federal laws and requirements for the proper collection and treatment of wastewater; State and Federal laws regarding the purification and distribution of drinking water; Sound management principles applicable to a public utility; Standard Operating Procedures for all of the Authority's treatment plants, wells, storage, distribution and collection systems; Laws, rules and regulations governing public personnel management in the State of New Jersey; business and management principles involved in strategic planning, resource allocation, leadership techniques; Established practices related to public administration including, but not limited to procurement, personnel administration, reporting procedures and records management; Effective communication techniques.

Skills in: Sound judgment and decision making; Coordination of work; Time management; Strategic planning; Problem identification and problem solving; Personnel motivation and development; Public speaking; Project management; Budget development and management; Public purchasing; Employee development; Critical thinking.

Ability to: Multi-task various operations and projects occurring simultaneously; Monitor employee performance and take corrective action when necessary; Train, supervise and evaluate performance of subordinates; Plan and oversee projects as needed to ensure completion in a timely manner and within the allocated budget; Communicate regularly with Authority stakeholders including but not limited to employees, customers, Board of Commissioners, members of the Governing Body, various Township department heads and employees, professionals, State and Federal regulatory agencies; prepare reports, documents and other written correspondences regarding the Authority's operations as needed; Engage in strategic planning to meet the Authority's future needs.

## **Essential Functions of the Position**

The essential functions of the Operations Manager include but are not limited to:

1. Demonstrate strong organizational skills.
2. Ensure that all of the Authority's systems, equipment, vehicles and facilities are operating effectively, in a manner within acceptable industry standards so that there is minimal disruption to the delivery of clean potable water and proper collection and treatment of wastewater.
3. Exert force to move objects as follows:
  - a. Exert 10 pounds of force occasionally;
4. Possess the ability to work extended hours as needed including nights, weekends, holidays and overtime hours.
5. Seek out, collect and analyze any and all information needed to make sound decisions in support of the Authority's mission.

6. Be self-motivated and possess the ability to perform without direct supervision in a professional manner to complete the Authority's mission.
7. Effectively communicate all required tasks and duties to staff, delegate the appropriate degree of authority to staff to complete assignments, provide the requisite supplies and equipment to staff and follow-up with employees to ensure all assigned tasks are completed in a timely manner within acceptable standards.
8. Lawfully operate a motor vehicle in the State of New Jersey.
9. The ability to read, write, speak and understand the English language sufficiently to perform the functions of the position.
10. Assist in the development of performance standards, workplace practices and standard operating procedures related to the operation of the Authority's wastewater and water treatment and distribution systems.
11. Develop an organizational culture that encourages mutual respect, cooperation, teamwork and integrity.
12. In conjunction with the Board of Commissioners, develop and amend the Authority's mission statement, values, goals and objectives.
13. Oversee the financial affairs of the Authority to ensure compliance with the policies and practices as outlined by the Board of Commissioners. Monitor and control Authority assets and resources and oversee the expenditure of the Authority's budget.
14. Attend conferences, seminars and training on new processes and equipment as needed.
15. Oversee the Operations employees and participate as directed in area including, hiring, promotion, discipline, termination, salary planning and collective bargaining.
16. Participate in the preparation of the Authority's annual budget; assist in forecasting future budget needs.
17. Obtain membership and participate in professional organizations related to the water utility industry.

### **Working Conditions**

1. Ability to work any assigned shift including nights, weekends and holidays;
2. Ability to work in an office environment including the ability to work for extended periods of time sitting, standing, attending meetings/conferences and public speaking.
3. Ability to engage in public speaking.
4. Exposure to the following environmental conditions:
  - a. Wet;
  - b. Heat;
  - c. Cold;
  - d. Heavy dust and pollen;
  - e. Bright sunlight/glare;
  - f. Noxious odors;
  - g. Snow;
  - h. Ice;
  - i. Dirt;
  - j. Noise-Ability to utilize hearing protection and occasionally shout to be heard above the ambient noise level;

- k. Vibration;
  - l. Bio-hazards;
  - m. Raw sewage;
  - n. Contact with various chemical substances;
5. Occasional exposure to hazardous working conditions including:
    - a. Moving machinery;
    - b. Confined spaces;
    - c. High voltage with the potential for arc flash;
    - d. Working in places with potential for fall related impacts;
  6. Continuous work that cannot be easily or economically interrupted for breaks except at regularly scheduled intervals or at the completion of an assignment.

### **Examples of Work**

Note: The definition and example of work for the position of Operations Manager are for illustrative purposes and is not meant to be all inclusive or limiting.

1. Direct and coordinate activities of all employees engaged in the installation, maintenance, repair, operation and function of water production, distribution and wastewater collection and treatment facilities.
2. Analyze trends in population and growth in the area served by the Authority in order to meet changing needs with regards to capacity and adequacy of current facilities to meet future needs.
3. Stay current on emerging industry trends to ensure the Authority is utilizing the most current scientific techniques and processes to complete the Authority's mission.
4. Controls expenditures of budgeted funds and approves operational purchasing requests.
5. Inspect field projects to confirm conformance to specifications.
6. Meet with vendors regarding upgrades and/or replacement of equipment.
7. Plans and coordinates activities of workers engaged in the operation and maintenance of the water utility operations.
8. Provide guidance, mentoring and oversight to subordinate employees and supervisors.