

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Utilities Services Manager	Job Family: 3
General Classification: Management	Job Grade: 42

Definition: To plan, organize, direct, and coordinate the activities of utilities operations, including water distribution, wastewater and stormwater collection, and recycled water distribution; to coordinate operations with other divisions and departments; and to provide highly complex staff assistance to the Assistant Public Works Director – Public Services.

Supervision Received and Exercised: Receives general direction from the Assistant Public Works Director – Public Services; exercises direct supervision over assigned clerical, technical, and supervisory personnel.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Assist in the development and implementation of departmental goals, objectives, policies, and procedures.
2. Manage all regulatory, permitting, planning, operation, preventive maintenance, repair, and replacement functions of the water, recycled water, wastewater, and stormwater infrastructure, including pipes, valves, pumps, potable water wells, meters, reservoirs, and sewer lift stations.
3. Develop schedules for infrastructure preventive maintenance, replacement, and related capital improvement projects.
4. Establish and implement programs to ensure compliance with all Federal, State, regional, and local regulatory requirements; monitor regulations to identify and respond to changes impacting City operations.
5. Ensure work and construction practices comply with OSHA standards and industry Best Management Practices.
6. Ensure safety training and inspection schedules are met.
7. Guide and direct all field testing and monitoring activities; manage the City's water quality program to ensure compliance with State and Federal water quality and reporting requirements.

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8. Establish and maintain a work environment that models the values of the Public Services Division.
9. Establish and maintain computerized maintenance management systems.
10. Implement GIS, SCADA, and other technological programs to improve utility operations.
11. Establish effective technical training expectations and programs for all Utilities personnel.
12. Participate in long-range master planning efforts.
13. Determine funding needed for staffing, capital equipment, materials, and supplies and prepare the Utilities Services budget; manage operations within budgeted funding.
14. Prepare staff reports regarding administrative and operational issues for presentation to City management and the City Council; participate in Council meeting presentations.
15. Participate in recommending the appointment of personnel; work with employees to correct deficiencies; and implement discipline procedures.
16. Represent the section at professional groups and related committees.
17. Coordinate Utilities activities with other divisions and departments; participate in department and staff meetings.
18. Monitor and ensure compliance with consultant contracts.
19. Develop specifications and scope of work documents for technical studies and reports; analyze studies to identify potential operational improvements.
20. Establish a strong customer service orientation and respond to complaints from the public; develop and implement solutions to complex and sensitive technical and public relations situations.
21. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and practices of utility system operation, maintenance, technology, and Best Management Practices; water, recycled water, sewer, and stormwater infrastructure repair and replacement, master planning, and strategic planning; principles and practices of policy development and implementation; principles and practices of business correspondence, public speaking, and report writing; pertinent local, State, and Federal laws, rules, and regulations; budgeting procedures and techniques; principles and practices of customer service; principles and practices of supervision, training, and personnel management; and principles and practices of safety related to areas of assignment.

Ability to: Organize, direct, and implement a comprehensive utilities program; prepare and administer a budget; establish a collaborative working relationship with field personnel; work in a unionized environment; provide programmatic and organizational leadership; supervise, train, and evaluate personnel; interpret and explain division policies and procedures; develop effective reports and presentations to provide information regarding a range of utilities issues to a wide variety of audiences, including the public and elected officials; interpret and implement programs to meet local, State, and Federal regulatory requirements; establish and maintain effective working relationships with those contacted within the course of work; communicate clearly and concisely, both orally and in writing.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Five years of increasingly responsible experience in public works and water utility management, including two years of supervisory responsibility. Equivalent experience in wastewater utility management is highly desirable. A bachelor's degree from an accredited college or university with major course work in engineering, environmental management, business or public administration, or a closely related field.

Required Licenses or Certificates: Possession of a Grade 2 Water Treatment Operator Certification and Grade 2 or higher Water Distribution Operator Certification issued by the California State Water Resources Control Board. Possession of a Grade 3 Water Distribution Operator issued by the California State Water Resources Control Board or a California Water Environment Association (CWEA) Grade 2 or higher Collection System Maintenance Certification is highly desirable. Possession of a valid California Class C Driver License.

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Working Conditions: In addition to the regular work schedule, this position must be available to work evenings and weekends to attend meetings, City events, and relevant conferences as needed.

Established: October 1991

Revised: October 2019

HRD/CLASS SPECS

Utilities Services Manager