

# Forest Lakes Mutual Water Company

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## OPERATIONS MANAGER

### Job Description

#### **Job Classification**

75%-Time, Benefited – Exempt

#### **Supervision Received & Exercised**

Supervised by: General Manager

Supervision of: Operations Staff under the guidance of the General Manager

#### **Job Definition Summary**

This is a top-level position accountable to the General Manager and Board of Directors for the responsible operations management of the Company and its mission to provide our customers with safe drinking water, and with prompt and courteous service. The Company's primary functional responsibilities include: engineering, constructing and maintaining water wells, treatment and distribution facilities, water treatment operations, groundwater management, water quality compliance, conservation, road repair and maintenance, recreation facilities operation and maintenance, customer service, and the associated administrative, legal, financial, and human resources functions.

#### **Principal Accountabilities**

- Providing customers with a safe, dependable water supply;
- Assuring protection of critical infrastructure and company property;
- Compliance with Federal, County, AWWA and SWRCB compliance with drinking water and engineering standards;
- Compliance with and submission of all mandatory State and Federal water monitoring and reporting requirements;
- Assuring best management practices are utilized to protect the groundwater basin;
- Implementation and maintenance of a cross connection control program
- Providing effective solutions to operational problems and support the general manager in the decision-making process;
- Providing leadership and direction in all technical functions relating to water operations and road construction to both staff and consultants under the decision-making authority of the General Manager;

#### **Typical Duties/Responsibilities**

- Provides direction of long-term technical operations and activities of the Company;
- Oversees water quality and well source monitoring programs.
- Completes and files all regulatory reporting in compliance with SWRCB requirements and deadlines;

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- Investigates and responds to inquiries, complaints and leaks, resolving water system technical and operational problems.
- Keeps the Board informed of activities and issues or problems that may affect operations by preparing a monthly system operational report for Board; attends all Board meetings;
- Serves as a staff representative on Water and Road committees, and HR committee as needed;
- Directs engineering, operations, construction, and maintenance activities;
- Advises General Manager in fiscal duties, including the annual budget development process for water and road operations, capital improvement planning and review of operational expenditures;
- Advises and supplies data to the General Manager in relation to the Company's conservation program;
- Provides guidance, direction and supervision to operations staff, defining workloads with attention given to setting priorities and monitoring progress;
- Completes and assures the completion by staff of all necessary paperwork, progress notes, mandatory reports and statistical data;
- Performs interviews, staff reviews and reports recommendations to the General Manager on all personnel matters including employment and discharge of all operations staff;
- Advises General Manager of legislation, trends, and issues affecting the water industry and formulation of appropriate responses;
- Develops and maintains accurate record keeping systems for water and road related operations;
- Directs, writes or reviews all reports, and significant correspondence related to operations in coordination and with final approval by the General Manager;
- Advises General Manager in areas such as hydrology, water operations studies, surveys and specialized engineering.

## **Qualifications**

### **Skill in:**

- Planning, organizing, directing and integrating work at the executive level;
- Planning, supervising and evaluating the work of others;
- Working effectively with Boards of Directors, Company employees, other utilities and governmental agencies, shareholders, and others contacted in the course of the work;
- Planning, establishing and implementing programs, services, capital improvements, goals and objectives, policies and procedures;
- Analyzing complex management and operations problems, evaluating alternatives, and directing changes;
- Reading, interpreting and utilizing manufacturer's specifications, operations manuals, piping schematics, water system maps, plans, blueprints, etc.;
- Communicating effectively orally and in writing, including preparing clear, concise, accurate, and effective written reports and making presentations;
- Organizing a heavy workload and setting priorities without losing track of less urgent tasks;

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## Ability to:

- Be self-disciplined and engaged;
- Consistently exercise sound judgment, ethics, and integrity;
- Effectively connect and collaborate with other organizations;
- Build a strong, supportive, motivated staff and develop their abilities;
- Be flexible, innovative, and enterprising to effectively solve issues;
- Be resourceful in knowing how to gain needed information from experts;
- Remain diplomatic in contentious situations;
- Be dedicated to the organization and the profession.

## **Other Requirements**

Must possess a high school diploma or GED, plus at least five years of progressively responsible experience in the water utility field.

Must possess and maintain a Grade D2 Water Distribution Operator certificate issued by the California State Water Resources Control Board.

Must possess and maintain a Grade T2 Water Treatment Operator certificate issued by the California State Water Resource Control Board.

Must possess a valid California Driver's License and have a satisfactory driving record. Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration is required.

Must be willing to attend Board and other meetings outside of normal working hours and out-of-area conferences and meetings as required. Must be available for emergency response outside of working hours.

## **Environmental and Working Conditions**

Position requires sitting, standing, walking, reaching, twisting, turning, bending, stooping, grasping, and making repetitive hand movements in the performance of daily duties. The position also requires near vision when reading documents and using a computer and far vision when interacting with customers and driving. The ability to push, pull, lift, and carry equipment and supplies weighing up to 50 pounds is also required.

The above statements are intended to describe the general nature and level of work performed by persons assigned to this job. They are not intended to be a comprehensive list of all duties, responsibilities, and skills required.