

TITLE: Operations Manager

DEPARTMENT: Water and Wastewater Operations

GENERAL SUMMARY: Provide supervisory direction and oversight to all MAWSA water and wastewater operations staff to ensure the proper and safe operation of all systems and compliance with governing regulations issued by municipal, state, and federal agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provide safe, efficient & effective management of wastewater and water plant staff by:
 - Team involvement in communicating priorities
 - Establishing and enforcing work standards and, procedures and rules;
 - Participation in goal setting for operations;
 - Provide training and development opportunities;
 - Evaluate performance and training needs;
 - Review time cards, approve leave requests, administer verbal and written warnings, recommend hiring and discharge.
2. Review land development and utility plans to ensure compliance with Authority Rules and Regulations and contract specifications by:
 - Provide input on new development plan reviews (i.e., location of lines, size of lines, pump size)
 - Meet with engineers/ contractors to discuss plans and ensure conformance with specifications; conduct site visits; solve engineering/contractor conflicts and site conflicts;
 - Advise on procedures, rules and regulations and help solve problems.
 - Prepare timely highway occupancy permits (HOPs) for projects that impact state roads; secure HOPs, file with state agency, close out when project completed; make routine checks of contractor records to ensure accuracy.
3. Provide overall direction to department in:
 - Reviewing operating needs, determine priorities, evaluate proper course of action to accomplish department objectives
 - Tour plant facilities to inspect operating conditions, ongoing projects and reported malfunctions;
 - Review laboratory and operating records to ensure maintenance of quality standards, prepare or direct preparation of reports as required by the Pennsylvania Department of Environmental Protection (PADEP), and Environmental Protection Agency (EPA).
 - Prepare purchase order requests and arrange for delivery of supplies and materials;

- Prepare bid specifications for equipment.
4. Examine long range strategic planning issues:
 - Prepare plant capacity plans and cost estimates for future projects;
 - Present findings to the Authority Manager and Financial Comptroller;
 - Participate in developing plans for new equipment installations, enlarging process capabilities and general rehabilitation or modernization of existing facilities;
 - Check all phases of design and construction performed by outside contractors; prepare reports on system operations and improvements.
 5. Administer water and wastewater department budgets; analyze data from previous operating years and develop recommendations; monitor department expenditures and receipts; evaluate contracts and inventory of supplies and materials for cost effectiveness;
 6. Manage public relations concerns in water and sewer by:
 - Responding to inquiries and complaints from the public and follow up with appropriate course of action;
 - Meet with representatives of the public, authority, borough, or township and agencies to discuss problems or questions regarding programs, projects or activities.
 - Review reports of department projects and regulatory reports; attend Authority meetings to address questions and present reports.
 7. Provide oversight for the inspection, repair and maintenance of all machinery and mechanical equipment by
 - Performing or direct emergency repairs
 - Diagnose faulty equipment, determine and specify maintenance and repair requirements;
 - Review manufacturers' proposals, drawings and wiring diagrams for mechanical and electrical equipment; confer with representatives from manufacturers; coordinate contracted repair projects; monitor and observe to ensure job is completed properly.
 8. Develop cross-training program for key water and wastewater DEP licensed operator positions in case of an emergency.

SKILLS/ABILITIES:

- Working computer knowledge.
- Manage and apply principles to solve a broad range of operational and people problems.
- Establish a cooperative work atmosphere.
- Resolve complaints from the public through proper investigation, mediation and corrective action to mitigate the problem.
- Interpret ever-changing regulations and apply necessary compliance changes to operations.
- Analyze problems and develop a plan of action.
- Express ideas clearly and concisely both orally and in writing.

- Establish effective working relationships with employees, management, elected officials, members of the public, government agencies, contractors, developers and representatives providing outside services to the Authority.
- Understand and interpret presented engineering designs, specifications and printed technical materials.

QUALIFICATIONS:

PA DEP current licenses: Wastewater B-1 and Water B,E-3,7,10,11

Education/Employment: Any combination of education and experience which indicates possession of the skills, knowledge and abilities listed below. An example of acceptable qualifications for this position is completion of a college degree in biological science or related area, or the equivalent in adequate training and experience; possession of licenses as required by PA DEP to operate the water and wastewater plants, five to seven years of supervisory experience. Comprehensive knowledge of water and waste water treatment methods and plant operational standards as outlined in NPDES permit guidelines, municipal, state and federal regulations and in design manuals for both treatment plants.

- Thorough knowledge of water and wastewater treatment technology, plant design and operating methodologies.
- Comprehensive knowledge of safety standards and procedures in the treatment plant environment.
- Thorough knowledge of management principles and practices, including budgeting and purchasing.
- Working knowledge of computer applications for SCADA treatment plant operations.
- Valid PA driver's license.

WORKING CONDITIONS:

Work is frequently performed alone, frequently with interruptions, either inside a normal office environment or in the outdoors in a variety of weather conditions. Adherence to safety standards is required for work which is performed on and around a variety of potentially hazardous electrical or mechanical equipment, occasionally around hazardous substances. Work schedules are irregular, and work requires twenty-four hour on-call response.

DISCLAIMER:

The above statements are intended to describe the general nature and level of work being performed by a person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the job.

REPORT TO: Authority Manager

EMPLOYEE STATUS: Exempt

DATE: 05/2019