**CODE: 3001**

**FLSA: Exempt**

**GRADE: 25**

**LOWCOUNTRY REGIONAL WATER SYSTEM**

**JOB DESCRIPTION, OCTOBER, 2017**

**JOB TITLE: FIELD OPERATIONS MANAGER**

**GENERAL STATEMENT OF JOB**

Under limited supervision, is responsible for the maintenance and daily operation of the Lowcountry Regional Water System's water distribution system and wastewater collection systems. This includes water distribution and wastewater collection facilities in Hampton, Brunson, Gifford, Varnville and Yemassee. This includes underground water distribution and wastewater collection systems in Hampton, Brunson, Varnville, Gifford and Yemassee as well as water booster pump stations, water reservoirs, and sewage lift stations in these municipalities. This position is responsible for providing direction and supervision to LRWS water distribution and wastewater collection staff and must be capable of leading the combination of operations for all of the water distribution and wastewater collection systems and facilities. Is responsible for implementing existing plans and proposed improvements to make LRWS distribution and collection facilities sustainable for financial and regulatory compliance. The Water Distribution and Wastewater Collection Supervisor is also responsible for ensuring compliance with all jurisdictional agencies with authority over water distribution and wastewater collection systems in South Carolina. The forecasted staffing level is 4 or more regular full time employees or contractors. The supervisor will be responsible for administering the financial resources within the budget for the water distribution and wastewater collections systems and facilities. Is responsible for providing input regarding the water distribution and wastewater collections systems budget annually. The supervisor is responsible for the efficient operation of the water distribution and wastewater collection systems and facilities. The Water Distribution and Wastewater Collection Supervisor is the Operator of Record for the water distribution and wastewater collection system and facilities and ensures SCDHEC compliance in all aspects of Water Distribution and Wastewater Collection. The supervisor will be directly responsible for assisting the General Manager in achieving compliance regarding Water Distribution and Wastewater Collection systems and facilities. Reports to the General Manager of the LRWS.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Provides timely and accurate communications to the leadership of LWRS with respect to operational and regulatory issues.

Is responsible for compliance and communications with applicable regulatory agencies regarding the water distribution and wastewater collection system and facilities.

Oversees the coordination and operation of all systems and facilities to achieve and maintain regulatory compliance.

Proposes and develops policies and procedures for the systems and facilities.

Develops capital improvement plans.

Reduces unaccounted-for water.

Interacts with engineering firm.

Coaches and motivates staff members and hourly employees as needed.

Obtains maximum utilization of staff by clearly defining duties, establishing performance reviews, and recommending competitive salary structure.

Monitors and keeps informed of current trends in the field of water distribution and wastewater collection including legislation, court rulings, and professional practices and techniques; evaluates their impacts and recommends changes in policies and procedures accordingly.

Exercises initiative and judgment to ensure water distribution and wastewater collection facilities are operated safely in accordance with the State and Federal regulations.

Exercises tact and courtesy in contact with public officials, developers, contractors, and the general public.

Schedules, instructs, assigns, reviews, and plans the work of others.

Maintains standards, coordinates activities, selects new employees, acts on employee problems, recommends and approves employee discipline, and recommends employee discharge.

Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendations; offers advice and assistance as needed.

Coordinates and participates in department training.

Analyzes department schedules and workload; prepares schedules to ensure optimum productivity and efficiency.

Develops and administers the department budget, ensures effective and efficient use of budgeted funds, personnel materials, facilities and time.

Evaluates water distribution and wastewater collection operations and service needs and formulates plans to meet those needs in accordance with applicable laws and regulations; works with engineers and contractors in the design and implementation of system improvements.

Procures department supplies, tools, equipment and vehicles; develops specifications for new equipment and vehicles as needed.

Coordinates the use of available equipment, materials and personnel to obtain maximum cost effectiveness and efficiency.

Coordinates repairs to equipment and systems; ensures proper maintenance of facilities.

Verifies that required records are properly maintained as required by DHEC regulations.

Inspects department operations for compliance with applicable policies, procedures, laws, regulations, contracts, permits, and standards of quality and safety. Gives technical advice and assistance to coworkers and subordinates.

Prepares reports as required by regulatory agencies and for managerial decision making and reporting purposes.

Coordinates department activities with other departments and agencies as appropriate.

Receives and responds to inquiries, complaints and requests for assistance from customers and the general public regarding LRWS.

Performs general administrative/clerical duties as required, including but not limited to preparing reports and correspondence, conducting and attending meetings, reviewing mail and literature, entering and retrieving computer data, copying and filing documents, etc.

Attends meetings, training, conferences, seminars, etc., as appropriate to maintain knowledge of current legislation, trends and technology in public utility operations and administration.

Develops and implements the proposed business processes required for the LRWS.

**ADDITIONAL JOB FUNCTIONS**

Performs other duties as required.

**ESSENTIAL SAFETY FUNCTIONS**

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed and employees are properly trained.

**MINIMUM TRAINING AND EXPERIENCE**

Requires an Associate’s degree, or specialized vocational training, or a combination of education and experience equivalent with a minimum of 6 years of experience in water/wastewater collection or local government or business. Four years’ of experience in a leadership role, supervisory or managerial position is desired. Must possess a valid South Carolina Driver's License. Must maintain a safe driving record.

Must possess a SC Water Distribution System Operator Class C license and a WEASC Wastewater Collection System Operator Class C license and the ability to obtain within 2 years of hire date**:** SC Water Distribution Operator Class B, WEASC Sewer Collection System Operator Class B, SCDHEC Backflow Inspector Tester License, OSHA Competent Person, SCDHEC OM Class 3 Asbestos Pipe Worker, and FEMA NIMS Certifications 100,200,300,400,700 and 800

*This is classified as a Safety Sensitive Position and may require a Pre-Employment Drug Test and random Drug Testing throughout employment with LRWS.*

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED**

**TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment. Must be able to lift/carry weights of up to 50 pounds.

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

**Interpersonal Communication:** Requires the ability of speaking and/or signaling people to convey or exchange information, includes the receiving of information and instruction from supervisor.

**Language Ability:** Requires the ability to read a variety of documents and reports. Requires the ability to prepare/record required records and reports using the proper format punctuation, spelling, and grammar, using all parts of speech.

**Intelligence**: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with co-workers and the general public.

**Numeric Aptitude:** Requires the ability to use arithmetic such as formulas, variables, roots, radicals, monomials, polynomials, exponentials, etc.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width, and shape.

**Motor Coordination:** Requires the ability to make precise movements with fingers, hands and arms, e.g., typing, keying, data entering, etc.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination and Visual Acuity:** Requires the ability to match specific colors, textures, sounds, odors, tastes, forms, e.g., typing, transcribing, etc.

**Interpersonal Temperament**: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

**Physical Communications**: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

**PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, policies, and procedures of the position as they pertain to the performance of duties of the Wastewater Distribution & Collection Supervisor. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to make swift, sound, and educated decisions. Is able to monitor, oversee, and evaluate the work of assigned staff. Is able to develop and administer both short and long range goals, objectives, plans and budgets. Is able to take the initiative to complete the duties of the position. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. Has knowledge of the terminology used within the organization. Has knowledge of how to maintain effective relationships with staff, professionals, and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with staff, agencies, the general public, and all other internal and external customers. Is able to analyze and recognize problems and potential problems and recommend appropriate solutions. Is able to compile and analyze information and present both oral and written reports clearly, concisely, and effectively. Is able to comprehend, interpret, and apply policies, procedure, rules, and regulations. Has thorough knowledge of proper English usage, vocabulary, spelling, and basic mathematics. Has knowledge of and skill in the use of computers for word processing and records management. Has knowledge of applicable occupational hazards and safety precautions. Has knowledge of how to react calmly and quickly in emergency situations.

**Quality of Work**: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

**Quantity of Work**: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

**Dependability**: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

**Attendance**: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

**Initiative and Enthusiasm**: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

**Judgment**: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

**Cooperation**: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

**Relationships with Others**: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work**: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

**Safety and Housekeeping**: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

**Planning**: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

**Organizing**: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

**Staffing**: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

**Leading**: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

**Controlling**: Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

**Delegating**: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

**Decision Making**: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

**Creativity**: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

**Human Relations**: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

**Policy Implementation**: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

**Policy Formulation**: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

**DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.**