**CODE: 4001**

**FLSA: Exempt**

**GRADE: 25**

**LOWCOUNTRY REGIONAL WATER SYSTEM**

**JOB DESCRIPTION, OCTOBER, 2017**

**JOB TITLE: TREATMENT OPERATIONS MANAGER**

**GENERAL STATEMENT OF JOB**

Under limited supervision, supervises the maintenance, repair, and daily operations of the Lowcountry Regional Water System’s wastewater and water treatment facilities, collection monitoring sites and laboratories. This includes 3 wastewater treatment plants in Hampton, Brunson, and Yemassee, 2 laboratories, all of the deep well and water systems of Brunson, Gifford, Hampton, Varnville, and Yemassee, and the Hampton County Industrial Park. Reports to theGeneral Manager of the LRWS.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

Ensures that all of the treatment plants and drinking water wells are working properly and are in compliance with SCDHEC regulations; ensures that drinking water is safe to drink; ensures that wastewater discharge is safe for the environment.

Ensures that all treatment plants and well systems are checked daily; ensures that required tests are performed daily.

Supervises a staff of water/wastewater employees. Schedules staff to check the plants and well systems 7 days a week.

Coordinates the use of available equipment, materials, and personnel.

Coordinates repairs to equipment and systems.

Creates tour sheets for each plant and water system.

Maintains logs of daily well visits, plant ours, and daily plant tests.

Troubleshoots operator’s problems.

Troubleshoots equipment that may interfere with the plant, water systems, and operation.

Establishes and maintains a working relationship with SCDHEC inspectors and personnel.

Prepares for inspections of drinking water systems such as sanitary survey inspections and compliance inspections for the wastewater treatment plants.

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

Runs various lab tests such as BOD, TSS, Total and Fecal Coliform, PH, chlorine, dissolved oxygen, and in-house phosphate testing.

Pulls monthly drinking water samples from all five systems.

Pulls weekly samples from all wastewater treatment plants.

Writes procedures for all lab tests; creates bench sheets for all lab tests.

Creates and maintains a laboratory SOP.

Keeps logs of all test results. Creates a computerized log book for all samples that come into the lab.

Maintains a laboratory QC/QA program.

Runs unknown compliance testing on all certified tests to maintain the labs certification.

Creates and maintains a chain of custody form taken in any of the five systems.

Creates and updates computerized spreadsheets for all five systems.

Generates lab reports for compliance and reporting purposes.

Generates reports as required for regulatory agencies.

Maintains records; orders lab chemicals and supplies; orders and maintains supplies for plants and well systems.

Receives and/or reviews information such as daily tour sheets, test bench sheets, drinking water well logs, completed spreadsheets, and outside laboratory reports.

Prepares and/or generates a variety of documents to include groundwater monthly operation report, bacteriological analysis sample summary, NPDES monthly report, and the Hampton lab report.

Refers to NPDES permits, laboratory standard operations manual, and standard methods for examination.

Utilizes various computer software programs such s MS Word, Excel, and Office.

Interacts and/or communicates with groups/individuals to include customers, the General Manager, Engineer, and SCDHEC.

**ADDITIONAL JOB FUNCTIONS**

Speaks publicly at schools and work fairs.

Attends classes to maintain required licenses.

Serves as a member of the Safety Committee.

Gives tours to students and VIP’s.

Assists with planning the budget.

Performs other duties as may be directed by the Commissioners or the General Manager.

**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, vocational technical degree or specialized training that is equivalent to satisfactory completion of 2 years of college education with emphasis in industrial management, utilities management or a closely related field. A minimum of 6 years of experience in water/wastewater or local government and 4 years of proven experience in leadership, supervisory, or managerial position is required. Must possess a valid South Carolina Driver's License. Must maintain a safe driving record.

Must possess a SC Water Treatment Operator Class C license and a SC Biological Wastewater Treatment Operator Class C license and the ability to obtain within 2 years of hire date: a SC Water Treatment Operator Class B license, SC Biological Wastewater Operator Class B license 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 automated office machines and equipment. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, stoop, reach, kneel, carry or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time. Must be able to lift/carry weights of up to 20 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, algebraic functions, logarithmic functions, inductions, reductions, 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 required knowledge, skills and abilities and experience to be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed. Has thorough working knowledge of customer service skills, principles, practices, and methods used in customer service, billing and collections; principles and practices of program and budget development, administration and evaluation. Has knowledge of methods and techniques of supervision, training and motivation. Has knowledge of applicable federal, state and local laws, codes, and regulations. Has knowledge of occupational hazards and standard safety practices. Thorough knowledge of the geography of the System's service area. Is able to demonstrate a high level of customer service. Is able to compare or inspect items against a standard. Has the ability to handle high bill complaints. Has the ability to interface with the Board of the LRWS. Has experience generating and processing bills and adjustments. Has experience generating and processing bills and adjustments. Is able to communicate or exchange information of a general nature. Has the ability to handle or use machines, tools or equipment, such as meter reading equipment, computers for data entry, fax machines, copiers, scanners, calculators, adding machines, telephones, etc. Is able to use addition and subtraction, multiplication and division, and/or calculating ratios, rates and percentages. Has the ability to read technical instructions, procedures, manuals and charts to solve practical problems; composing routine reports. Is able to complete manual, clerical or operating tasks following definite procedures, but which may require computation, the use of several procedures and the use of independent judgments with obvious choices; requires strict attention for accurate results.

**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.**