



FLSA: EXEMPT

Department: Facilities and Maintenance

Section: Canal, Irrigation, Distribution,  
Facilities Maintenance, and Zanjeros

Class: Operations Manager

Salary Schedule: S-27

## **OPERATIONS MANAGER FACILITIES AND MAINTENANCE**

### **DEFINITION**

Under general direction, the core function of this position is to plan, organize and supervise the operation, maintenance, repair, and construction of all facilities within the sections of Canal, Irrigation Distribution system, Zanjeros and Facilities Maintenance. The position will oversee the planning, operation, production, scheduling, optimization and resource allocation of all labor, materials and equipment, and other related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Assistant Director of Facilities and Maintenance. Exercises direct and general supervision over the following personnel: Facilities Maintenance supervisor, Irrigation Distribution Supervisor, Canal Supervisor, Zanjero Supervisor and the O&M Scheduler.

### **CLASS CHARACTERISTICS**

This is a management level classification responsible for planning, assigning, monitoring, coordinating and evaluating the work of the District's Canal, Irrigation Distribution System, and Facilities Maintenance. This class provides management level assistance to the Assistant Director of Facilities and Maintenance, and the Assistant General Manager of Operations and Maintenance. This class is accountable for accomplishing goals and objectives as established by the Assistant Director of Facilities and Maintenance, and implementing the policies of the District and representing management with employees, contractors/vendors, community organizations and the general public.

### **EXAMPLES OF ESSENTIAL FUNCTIONS without limitation**

- Under the direction of the Assistant Director of Facilities and Maintenance, assists with the planning, organizing, and supervision of facilities maintenance, canal, irrigation distribution systems, agricultural drainage channels and pipelines, or other large projects with the department.
- Manages/Oversees the operation, scheduling and distribution of all equipment, material, and personnel to optimize resource allocation and production to improve customer service to all internal and external customers.
- Prepares annual budgets, estimates, production reports, planning schedules and develop quantifiable performance metrics for all divisions in an effort to maximize overall departmental efficiency..
- Holds regular safety meetings within the divisions and ensure that CVWD safety procedures and policies are adhered to. Provides for training and looks for educational and cross-training opportunities in an effort to define and develop career paths.
- Plays a key role in the development, implementation, and maintenance of a comprehensive preventative maintenance program including facility inspections, quality assurance, prioritization, and reporting.

- Ensures that employees, consultants, and contractors adhere to CVWD policies and procedures, and conform to health and safety compliance, fugitive dust mitigation, and other related permitting.
- Assists in the development of departmental performance standards, supervisory performance goals, the employee evaluation process, and the implementation of performance improvement plans as needed.
- Provides project management, administration, and coordination of specialty work, On-Call contractors, equipment rentals, and work requests from other departments.
- Coordinates closely with the Engineering, Environmental Services, Facilities & Maintenance, Finance, and Service Departments to assist with design reviews, service outages, and other related requests.
- Assists the general public and other governmental agencies with customer service requests related to the operation and maintenance of CVWD facilities.
- Develops and assists with the procurement of contractors, suppliers, consultants, and equipment rentals, and upon engagement, provides project management and administration of contracts and agreements.
- Plays a lead role in the implementation of the Asset Management Program for the Domestic Water System, including work orders related to the construction and maintenance of infrastructure, updating condition assessments, and development of reports as requested.
- Performs other related duties and responsibilities as directed.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of supervision, conflict resolution, training and leadership development.
- Operations, construction production scheduling, and dispatching of heavy equipment and optimization of resources
- Concrete placement, including materials, and equipment required to perform repair of channels, baffle stands, division boxes, meters, pipelines, installation of building pads
- State and federal regulations regarding the maintenance of, canal and irrigation systems, agricultural drainage, building and facility maintenance
- Public finance, budget development and administration, and job costing
- Regulatory issues related to environmental permitting, fugitive dust compliance, confined space, and health and safety standards
- Principles involves in the design, operation, construction and maintenance of large water systems
- Principles and practices of canal, channel and pipeline hydraulics
- Business communications, public speaking, and customer service
- Customer service principles, practices and methods
- Public Sector unionized environment.

### **Ability to:**

- Plan, direct and supervise the work of multiple divisions in a collaborative manner
  - Evaluate and recommend improvements in operations, policies and procedures
  - Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set division priorities and schedules, and meet critical time deadlines
  - Evaluate trends and performance metrics and prepare technical reports
  - Research innovative materials and equipment and provide cost/benefit recommendations
  - Formulate and implement an effective preventative maintenance program to maximize efficiencies and resource allocation
  - Work cooperatively with various public agencies, consultants, and customers
  - Exercise sound judgement in the implementation of CVWD policy guidelines
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- Communicate effectively both verbally and in writing

- Maintain accurate files and records
- Operate modern office equipment including computer equipment and specialized software applications
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines; work with a workforce with diverse background and abilities
- Manage multiple task/multiple priorities with frequent interruption and the ability to maintain confidentiality

### **Education and Experience:**

#### License or Certificates:

Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification. A Class "A" commercial license is preferred. Certification in Water Distribution Grade 2 or higher is highly desired.

#### Education:

High School diploma or equivalent. Minimum of eighteen (18) credit units of Supervision/Leadership, Project Management, Construction Management, Water Distribution from a CVWD approved certification program or similarly accredited college or university. Possession of a Bachelor's degree or higher from an accredited college or university satisfies this requirement. Certifications in project Management, construction management, business administration, supervision, and leadership are highly desirable.

#### Experience:

Ten (10) years of increasing responsibility in activities related to the operation and maintenance of construction of large public works infrastructure. This position requires a minimum of five (5) years of direct supervisory experience within construction, operations, or maintenance.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds. Drives District vehicle to various sites and meetings.

### **ENVIRONMENTAL ELEMENTS**

This classification works in an office environment with moderate noise levels, controlled temperature conditions, may come into contact with exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**DISTRICT CORE PERFORMANCE COMPETENCIES:**

The Coachella Valley Water District, in alignment with its strategic initiatives and goals, has established the following nine (9) agency core performance competencies whereby all supervisor/professional employees will be assessed as part of their annual evaluation. These competencies identify behavior and skills that all employees categorized as supervisory/professional are expected to demonstrate to carry out the mission and goals of the District:

1. Accountability
2. Customer Service
3. Teamwork
4. Communication/Collaboration/Cooperation
5. Decision Making/Problem Solving/Effectiveness
6. Flexibility/Adaptability/Time Management
7. Job Knowledge/Professional Knowledge
8. Managing Performance & Developing Others
9. Work Quality/Attention to Detail

**READ AND ACKNOWLEDGED:**

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Employee Signature

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Date

\_\_\_\_\_  
Employee Name (Printed)