

PUBLIC UTILITIES MANAGER

General Statement of Duties

Performs complex professional and managerial work planning, organizing and directing the construction, operations, maintenance, and repair of the water and wastewater treatment plants, and water distribution and sewer collection systems.

Distinguishing Features of the Class

An employee in this class plans, organizes and directs the operations and maintenance of the water and wastewater treatment plants, distribution and collections systems, pumping facilities, and related facilities and equipment. The employee may serve as Operator in Responsible Charge (ORC) of any or all of these systems or delegate ORC responsibilities. Work is performed in accordance with state and federal laws and regulations. Work involves responsibility for department staffing, capital and operating budget administration, advising management on long range planning for facilities and system capacity and technical compliance needs, establishing and maintaining records and reports necessary for full compliance with all regulations and for effective management decision-making, and ensuring effective productivity of assigned personnel. Work involves considerable public contact, initiative and judgment. The employee may occasionally enter confined spaces and come in contact with other hazards. General administrative direction is received from the Public Services Director/Town Engineer regarding matters of policy, budget, long range plans, personnel matters, and work priorities. Work is evaluated through conferences and reports for productivity, effectiveness in customer service, and compliance with required laws and regulations.

Duties and Responsibilities

Essential Job Tasks

Plans, organizes and directs the work of subordinate supervisors and employees engaged in plant operations, process control, laboratory analysis, distribution and collection system operations and maintenance, pumping stations, preventive maintenance and repair, and metering.

Advises management and participates in planning for current and future capacity needs and plant and systems modifications for increased efficiency or regulatory compliance; participates in the budgeting, design, construction, and inspection of a wide variety of capital projects for capacity, environmental compliance, service extension and growth, etc.

Manages the hiring, promotion, training, discipline, evaluation, and other personnel actions and decisions for the division in consultation with the Public Services Director; establishes an environment of teamwork, employee engagement and performance excellence; plans and implements safety programs including training, procedures, and equipment as necessary; ensures staff are well trained and have and maintain necessary certifications.

Researches, recommends and implements strategies for meeting new regulatory requirements.

Participates in managing contracted construction and maintenance projects, inspection and adherence to plans and standards prior to Town acceptance.

Establishes, maintains, and analyzes a variety of reports as required for regulatory compliance, Town policy, and as needed for effective management decision-making; directs the acquisition and usage of technology to enhance operations and record keeping.

Plans, organizes, and directs the maintenance and repair of water and sewer pumping stations, elevated storage tanks, and related facilities; supervises the installation of water and sewer taps and meters and meter reading.

Oversees and engages in response to citizen complaints, service requests and other response; ensures excellent customer service.

Requests resources as part of annual budget process; reviews and submits budget requests of subordinate supervisors; monitors and administers allocated resources once approved; participates in

capital budgeting to construct and maintain utility infrastructures; purchases supplies, materials, equipment and vehicles; ensures adequate inventory of parts and materials; oversees maintenance and repair of department vehicles, equipment and facilities.

Participates in plan review of plans and specifications regarding utility systems.

Additional Job Duties

Performs related work as required.

Recruitment and Selection Guidelines

Knowledges, Skill, and Abilities

Thorough knowledge of the principles and practices of construction, maintenance and repair of well water and wastewater treatment, water distribution and wastewater collection lines, pumping stations, metering, and other utility systems appurtenances.

Thorough knowledge of the local, state, and federal laws and regulations relating to wastewater treatment, water distribution and wastewater collection.

Thorough knowledge of the Town budget, purchasing, and personnel policies and practices.

Thorough knowledge of effective management practices including hiring, leadership, motivation, communications, delegation, performance coaching and review, team building, and mentoring.

Considerable knowledge of the application of information technology to the work of the department including SCADA, PLC, and office and field technology.

Working knowledge of engineering principles and their application to utilities construction and maintenance.

Working knowledge of human resource laws and regulations related to hiring and staff management.

Working knowledge of mechanical, electrical, and electronic trades as applied to wastewater treatment facilities and equipment maintenance and repair.

Skill in collaborative conflict resolution, public speaking and customer service excellence.

Ability to provide leadership to a large staff in multiple locations providing around the clock services.

Ability to analyze complex information, solve difficult problems and make effective decisions.

Ability to establish and maintain effective working relationships with Town official, industrial officials, regulatory officials, contractors, other employees, and the general public.

Ability to prepare, present and interpret complex records and reports.

Physical Requirements

Must be able to perform the basic life functions of climbing, balancing, stooping, kneeling, crouching, reaching standing, walking, pushing, pulling, lifting, fingering, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally; and/or up to 10 pounds of force frequently or constantly to move objects.

Must possess visual acuity necessary to inspect schematic drawings, prepare and analyze figures and data, perform extensive reading, and operate a computer terminal.

Desirable Education and Experience

Graduation from college with a degree in business or public administration, environmental sciences, civil engineering or related field and extensive experience managing water and/or wastewater

utility systems; or an equivalent combination of education and experience. Professional Engineering certification is a plus.

Special Requirement

May require certification for well water and/or wastewater treatment, water distribution or wastewater collections systems operations by the State of North Carolina or the ability to obtain within time specified by the Town. ORC requires Grade III Wastewater Treatment, Grade B Well Water Treatment, Grade II Collection System Operator and Grade B Water Distribution System Operator.

Possession of a valid North Carolina driver=s license.