

TAHOE CITY PUBLIC UTILITY DISTRICT Job Description

Job Title: Technical Services Manager
Department: Engineering
Division: Technical Services
Supervised By: District Engineer/Assistant General Manager
FLSA Status: Exempt
Revised as of: January 2019

JOB SUMMARY

To plan, organize, direct and review a wide variety of technical and administrative operations related to the Technical Services Division, including development agreements, plan reviews, inspections, and ordinance compliance. To manage the Geographic Information Systems (GIS) program; Cross Connection Control program, Fats, Oils and Grease (FOG) program, and Water Conservation program; and to provide highly complex staff assistance to the District Engineer.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the District Engineer/Assistant General Manager.

Exercises direct supervision over assigned technical and clerical personnel.

ESSENTIAL FUNCTIONS

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Oversee all aspects of residential and commercial water and sewer service permitting, processing, billing, inspections and record keeping.
- Plan, prioritize, assign, supervise and review the work of staff involved in plan reviews, inspections, and ordinance compliance.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Manage the District's GIS program, including the development and implementation of goals, objectives, policies and procedures.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for and monitor and control expenditures.
- Recommend the appointment of personnel; train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of assigned workgroup.

- Review, coordinate, inspect, document and accept private development and pipeline extension projects related to water and/or sewer services; recover associated District costs.
- Manage customer relations in the areas of residential and commercial water and sewer new construction, remodel and Ordinance enforcement.
- Issue and interpret rules and regulations relating to sewer and water permit administration and enforcement.
- Oversee the preparation, administration, enforcement and update of District ordinances; maintain records; carry out various policies and procedures related to District facilities and sewer and water service facilities.
- Oversee District's cross-connection control program to ensure compliance with all applicable regulations.
- Oversee methods and materials for development or private customer related sewer and water main extensions, laterals, house service connections, and appurtenances, as assigned, to ensure compliance with plans and specifications in accordance with pertinent District, county, State and Federal guidelines, Ordinances, codes and regulations.
- Oversee the District's FOG program.
- Determine appropriate billing for all residential and commercial water and sewer customers.
- Assist in the development of water and sewer construction standards, including details and technical specifications, various technical policies and procedures, and recordkeeping systems and methods.
- Manage the District's system mapping, to include cataloguing and filing maps pertaining to District-owned infrastructure, preparing maps and exhibits for staff and outside users, and providing system mapping data to outside consultants.
- Manage the District's property rights database and other division information systems and databases.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Establish, maintain and foster positive and effective working relationships with co-workers and all others contacted in the performance of assigned duties.
- Utilize appropriate safety procedures and practices for assigned duties.
- Work safely and cooperatively with others.

ADDITIONAL DUTIES AND RESPONSIBILITIES

- Conduct studies, analyze data, make recommendations and prepare reports and presentations on a variety of subjects.
- Direct a variety of activities designed to promote water conservation and other public information throughout the District.
- Work with outside agencies regarding residential and commercial permitting, billing, inspections, building department functions and environmental health functions.
- Monitor other agencies' or developers' projects in areas where District's water, sewer or parks facilities are located to ensure District facilities/property are not damaged or customer service disrupted; act as a liaison with public agencies, developers and contractors as necessary.
- Under direction of the Engineering Department, assist with project management of District capital improvement projects, including consultant selection, design, review, permitting, bidding, contract management, construction management, inspection, customer coordination, etc.
- Attend and participate in public and internal meetings.
- Perform all other duties as assigned.

EMPLOYMENT STANDARDS

1. Knowledge of:

- Zoning ordinances, assessments, encroachments and District and county policies and procedures involved with pipeline extensions, public works construction projects and practices, principles and specifications, ordinances, operation and facilities.
- Standard and accepted methods, tools, materials and equipment utilized in the installation and testing of water and sewer pipelines.
- Methods and procedures of construction inspection practices for public works projects.
- Principles and practices of GIS, to include ArcGIS.
- Principles and practices associated with Global Positioning Systems (GPS) equipment used to survey asset locations.
- Principles of budget preparation and monitoring.
- Pertinent District, local, county, State and Federal laws, Ordinances, codes, rules and regulations.
- Standard and accepted principles of design and operation of water sources, transmission and distribution systems; wastewater collection and treatment systems.
- Various hydraulic conditions that allow backflow to occur, in addition to the various activities which may create the requirement for backflow prevention.
- Principles and practices of project management, including design, consultant management, project estimating, public bidding, contract administration, scheduling, inspection and close-out.
- Principles and practices of negotiation, leadership, motivation, team building, conflict management and dispute resolution.
- Principles of supervision, training and performance evaluation.
- Principles and practices of safety management.
- Modern office practices, methods, and computer equipment.
- Principles and practices of customer service.
- Safe work practices.

2. Ability to:

- Organize, implement and direct the operations and activities of the Technical Services Division.
- On a continuous basis: know, understand and interpret laws, regulations and codes; observe performance and evaluate staff; problem solve Division issues; know and interpret various personnel rules; and explain and interpret policy.
- On a continuous basis, analyze and interpret data, including budget and technical reports.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 50 pounds or less.
- Prioritize and exercise sound judgment within areas of responsibilities.
- Interpret and explain pertinent division and department policies and procedures.
- Set, interpret, apply, explain and reach sound decisions in accordance with laws, regulations, policies and procedures.
- Prepare clear, accurate and concise records, reports, written narratives, correspondence and notices.
- Successfully develop, control and administer divisional budget and expenditures.
- Read, understand and interpret construction plans and specifications.
- Apply property location methodology and property description practices effectively.
- Organize and prioritize a variety of tasks in an effective and timely manner for self and others.
- Lead, supervise, train and evaluate assigned staff in an effective and positive manner.

- Operate and use modern office equipment including computers and applicable software.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form..
- Understand both oral and written instructions and carry out in a positive manner.
- Establish, maintain and foster positive working relationships with those contacted in the course of work.

EDUCATION AND TRAINING REQUIREMENTS

1. Education and Experience Requirements:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university in engineering, construction, or a closely related field.

Experience: Six (6) years of progressively responsible experience in sewer and water system permitting, construction, operation and maintenance methods and procedures, with two years in an advanced or lead capacity.

2. Certification & Licensing Requirements:


- Possession of appropriate and valid driver's license and driving record that complies with District policy.
- Certification as an American Water Works Association (AWWA) Backflow Prevention Assembly General Tester, or ability to obtain within 12 months of appointment.
- Certification as an AWWA Cross-Connection Control Specialist, or ability to obtain within 18 months of appointment.
- Certification as an American Water Works Association (AWWA) Water Use Efficiency Practitioner Grade 1, or ability to obtain within 18 months of appointment.
- Possession of a valid D2 Water Distribution Operator Certificate issued by the California State Department of Public Health, or ability to obtain within 18 months of appointment.
- Possession of a valid Grade II Collection System Maintenance Certificate issued by the California Water Environment Association, or ability to obtain within 18 months of appointment.
- Possession of a valid T1 Water Treatment Plant Operator Certificate issued by the California State Department of Public Health, or ability to obtain within 18 months of appointment.

WORKING CONDITIONS


Work is primarily performed in a typical temperature controlled office environment subject to typical office noise and conditions. Position requires working beyond normal business hours, attendance at evening meetings and/or weekend work and the ability to travel. (See detailed Job Analysis for a more complete list of physical and mental requirements.)

Reviewed by: 

Date: January 1, 2019

Classified by: 

Date: January 1, 2019

Approved by: 

Date: January 1, 2019