



City of Klamath Falls

Position Description

Position: Water Distribution Manager	Group: Non-represented
Department/Division: Public Work/Water	FLSA: Exempt
Evaluated by: Public Works Director	Salary Grade: 126

Summary

Under the general direction of the Public Works Director, the Water Distribution Manager is an exempt position under FLSA. The Water Distribution Manager plans, manages, coordinates, and participates in operations of the City’s water facilities, pump stations, and related distribution infrastructure in accordance with City policy and governmental regulations. This is a supervisory position. The employee in this position carries out supervisory responsibilities in accordance with the City’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, directing work, evaluating performance, and disciplining employees; addressing complaints and resolving problems. Performs related duties as required.

Distinguishing Career Features

The Water Distribution Manager is a management level position that assists the Public Works Director in administering the overall operations of the City’s established mission and goals. The incumbent is a first-line managerial position, certified as a Level IV Oregon Water Distribution Operator (or equivalent reciprocity), and is qualified to operate and maintain water distribution and treatment equipment and systems, and inspect and administer certain aspects of the water systems. This position requires competency in building and training a high-performance team providing service to the community on a continuous 24-hour daily basis.

Essential Duties and Responsibilities

- Plans, organizes and manages priorities and skill development for staff involved in potable water and geothermal production, distribution, conservation and system maintenance.
- Plans, organizes and direct the work of supervisory staff including planning and securing the necessary resources to successfully achieve the Division’s mission to ensure reliable delivery of potable and geothermal water to its customers.
- Integrates daily service with budgetary development and administration, capital improvement development, and continuous compliance with federal, state, and local permits.

- Responds to project requests from other City Departments.
- Plans, schedules, manages, and coordinates work by determining resource needs, directing and participating in work of assigned teams.
- Designated as “DRC” (direct responsible charge operator). The DRC is a state mandated position responsible for making decisions regarding operational activities of a public water system that will directly impact the quality and quantity of potable water, supervises the technical operations of the water system and establishes and executes specific practices and policies for operating a public water system in accordance with local, State and Federal rules. The DRC is the primary individual responsible for maintaining a safe drinking water supply by ensuring the proper maintenance of the integrity of water supply and distribution system facilities, testing water supplies, the cross connection control program and records according to the requirements of local, State and Federal regulatory agencies. Also responsible for adherence to the proper water testing procedures and schedules according to State and Federal drinking water standards and the requirements of State certified water testing laboratories.
- Provides leadership and assistance in the planning and evaluation of development driven improvements and expansions to the City of Klamath Falls water system to ensure such developments will meet the water needs of the City as well as the development. Provides leadership of construction scheduling and activities as related to development driven projects as well as capital improvement construction projects.
- Provides leadership in the planning, development and implementation of the Division’s Capital Improvement Plan (CIP), master plans, rate and System Development Charge (SDC) studies, emergency response plan, and Geographic Information Systems (GIS) to ensure system reliability and to meet the demands of a growing customer base.
- Directly responsible for establishing, monitoring and ensuring that operational and infrastructure improvements are managed within approved budget guidelines. Directly responsible for inventory related to parts and equipment. Provide leadership in executing appropriate financial planning for the utility to ensure fiscal health of utilities.
- Provide leadership in the continuous improvement of Division’s productivity, quality of services and staff accountability by establishing realistic performance goals, monitoring and adjusting methods, practices and policies.
- Writes requests for competitive quotes and/or proposals in matters related to Division activities and provides information to various individuals or groups regarding water supplies, quality, flows and pressures.
- Responsible for the timely response to complaints regarding water quality, quantity, pressure, violations of codes and dispatches the necessary personnel to remedy the problem. Also responsible for providing timely and efficient installation of water service to the public or other customer through scheduling of installation and assignment of personnel. Responsible for dissemination information to the public or other effected parties or agencies regarding water quality and supplies.
- Investigates and responds to complaints and contract disputes.

- Establishes work performance standards that comply with City goals and regulations governing water distribution.
- Participates in bid preparation and acts as City liaison for construction projects and upgrades to the water distribution systems.
- Communicates work and quality standards and safety to staff. Monitors work-in-progress and reviews performance.
- Act as the City's liaison with external and regulatory agencies. Prepare and present reports and/or presentations to City management, Council, committees and subcommittees.
- Develops the annual budget by reviewing historic expenditures and trends, projecting upcoming expenditures and commitments. Sets up routines to monitor costs, understand variances, and forecast fiscal requirements six months out.
- Monitors expenditures, codes invoices for payment and requisitions for needed supplies for the division.
- Manages the flow of information from field operations and disseminates through the Division. Prepares data into useful formats for communications.
- Provides training of operators with emphasis on safety and process operations. Coordinates and performs operational maintenance projects and tasks.
- Coordinates maintenance and repairs. Trouble shoots equipment failures and identifies maintenance needs. May make repairs.
- Writes work reports, time reports, and general correspondence.
- Represents the Water Division in meetings as directed.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

Requires knowledge of principles and techniques of managing, budgeting, contracting and supervising staff involved in the administration, planning operations, and maintenance of water systems; familiarity of standards employed by the water industry and the ability to apply industrial trends to local operations; performance measurements. Requires knowledge of and skill at using computer applications for administrative and technical purposes. Requires sufficient language and writing skills to prepare detailed technical documentation of activity. Requires well-developed math skill to perform data trending, statistical reviews, and complex math computations. Requires well-developed human relations skill to convey technical concepts to others including external customers, conduct training and team building, review performance, and make presentations. Requires skill in communicating highly technical concepts to technical and non-technical staff, community leaders, elected officials, and the general public, in a personable and professional manner; writing in a clear and succinct manner; managing and coordinating work of professional, para-professional and non-professional support staff.

- **Abilities**

Requires the ability to organize and supervise work activities of individuals and teams engaged in maintenance, troubleshooting, repair, and construction. Requires the ability to manage and participate in all operational processes and procedures connected with water distribution. Requires the ability to analyze and interpret specific chemical and biological readings. Requires the ability to develop and administer budgets and prepare cost and cash flow forecasts. Requires the ability to use computer-aided hardware and software, laboratory equipment, and use of tools, power equipment, and specialized process related equipment. Requires ability to make recommendations on the cost and effectiveness of projects; interpret an extensive variety of technical instructions in mathematical or diagram form; read and interpret documents such as work orders, diagrams, contracts, design specifications, statutes, regulations etc.; interpret technical instructions in mathematical or diagram form; to communicate effectively verbally and in writing; perform mathematical computations applying concepts of basic algebra and geometry; maintain and prepare records, reports and correspondence. Must be able to effectively deal with difficult personalities and stressful situations. Must be able to work independently, apply sound judgement, and maintain strict confidentiality. Must be able to develop and maintain cooperative and effective working relationships with other employees, supervisors, and citizens. Requires the ability to be timely in customer service responses. Must be able to attend work as scheduled and when required.

- **Physical Abilities**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Requires the ability to stand, walk, and manipulate (lift, carry, move) light to medium weights of up to 50 pounds on an intermittent basis, pushing, pulling, guiding over 50 pounds on an infrequent basis. Requires the ability to stoop, kneel, and crouch to place and move work objects. Requires the ability to perform full arm extension and movement out and overhead. Requires sufficient hand-eye coordination, hand and finger dexterity including ability to grasp, and visual acuity to operate equipment and read technical and safety information. Requires the ability to work on varying work shifts and in disagreeable work conditions that have chemical exposure risks. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, peripheral vision and the ability to adjust focus.

- **Education and Experience**

The position typically requires a Bachelor's Degree in a civil engineering, business or related field: minimum of five years of experience in the management of operations, capital planning and maintenance of water systems; and minimum of five years of supervisory experience. Requires experience in budget preparation and administration. Per OAR 333, a minimum of 3 years' experience must be involved with operational decision making. The City may consider equivalent years of experience in lieu of a Bachelor's Degree.

- **Licenses and Certificates**

Must obtain and maintain a valid Oregon driver's license. Certification as Oregon Water Distribution Operator Level IV (or equivalent reciprocity). Demonstrated continued training in water, through attendance/completion of short courses, seminars, or formal classes. Confined Space Recovery.

- **Pre-Employment**

Job offers are contingent upon the individual passing a pre-employment drug screen, fit-for-duty exam and having a clean driving record.

Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Work is performed indoors and outdoors where extensive safety considerations exist from physical labor, moving equipment, chemical reactions, extreme temperatures and odor. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to fumes or airborne particles and machinery vibrations. Occasionally the employee works in treatment process, construction and confined space environments. The noise level in the work environment is usually moderate to loud.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.