



respect - Communication - Integrity - Teamwork - family

## WATER/GEOTHERMAL UTILITY MANAGER

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**DEPARTMENT/DIVISION:** Public Works/Water

**GRADE:** M-5

**GROUP:** Non-Represented

**FLSA STATUS:** Exempt

**EFFECTIVE DATE:** July 1, 2011

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### SUMMARY

Under the administrative direction of the Public Works Director, this position provides general divisional management for the Water and Geothermal Utilities including strategic planning, asset management, personnel development, fiscal management and regulatory compliance.

### EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

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.

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.

Monitors expenditures, codes invoices for payment and requisitions for needed supplies for the division.

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.

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.

Represent the City at various public meetings and on customer service issues.

## **SUPERVISORY RESPONSIBILITIES**

Manages one subordinate supervisor who supervises approximately 10 employees in the Division. In addition to the Supervisor, directly supervises the Warehouse Clerk, and two other positions responsible for cross connection control and general operations. Is responsible for the overall direction, coordination, and evaluation of these units.

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include involvement in interviewing, hiring, and training employee; planning, assigning, and directing work; appraising complaints and resolving problems.

## **QUALIFICATION REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

### Education and/or experience:

Bachelor's Degree in 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.

### Certificates/licenses:

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.

Must obtain and maintain a valid Oregon driver's license.

## **PRE-EMPLOYMENT**

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

## **KNOWLEDGE, SKILLS and ABILITIES**

The requirements listed below are representative of the knowledge, skill and/or ability required.

### 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.

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.

Ability to:

*Language skills:* read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations; write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical skills:

Calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume; apply concepts of basic algebra and geometry; good math ability at a Junior college level in science or mathematics; do economic impact analysis, such as life cycle costing and present worth analysis.

Negotiation Skills:

Ability to negotiate agreements that are in the best interest of the Division's customers.

Reasoning skills:

Define problems, collect data, establish facts, and draw valid conclusions; gather relevant information, evaluate such information, and present solutions and/or proposals in a clear, concise manner, verbally and/or in writing.

**PHYSICAL DEMANDS**

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.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 60 pounds. Specific vision abilities required by this job include close vision, distance vision, and depth perception.

**WORK ENVIRONMENT**

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.

While performing the duties of this job, the employee frequently works in outside weather conditions. The employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, and toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

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The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.

