

WATER POLLUTION CONTROL FACILITY OPERATIONS MANAGERSUPERVISOR

DEFINITION

To plan, organize, direct, and coordinate activities related to
Under general direction, the operation of Water Pollution Control Facility (WPCF), including
skilled and supervisory work in the operations activities; and to provide highly responsible
technical support to the) Operations Supervisor is responsible for all day-to-day operational
activities at the Water Pollution Control Facility. This classification is allocated to the WPCF
Manager.

Division of the Utilities and Environmental Services Department.

DISTINGUISHING CHARACTERISTICS

This is a management classification allocated to the Department Utilities and Environmental
Services Division of the Public Works & Utilities Department. The WPCF Operations
ManagerSupervisor is responsible for direct managementsupervision of daily operations at the
WPCF. This position is also responsible for assisting the WPCF Manager in the overall planning,
administration and management of the WPCF. This position may perform as the WPCF Manager
in the absence of the WPCF Manager. This position is distinguished from that of subordinate
classifications by its responsibility for the managementsupervision of thework groups (i.e., WPCF
operators work group.) This position is distinguished from the WPCF Operations and
Maintenance Manager position by the latter position's overall responsibility for the operations and
maintenance functions of the City's WPCF.

SUPERVISION RECEIVED
General direction is provided by the WPCF Operations & Maintenance Manager and the WPCF
Manager.

SUPERVISION EXERCISED
Responsibilities include direct supervision of operations staff members and oversight of day to
day operations activities at the facility.

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SUPERVISION RECEIVED

Receives general direction from the WPCF Manager.

SUPERVISION EXERCISED

Exercises direct supervision of WPCF operations staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Develop and implement goals, objectives, policies, procedures and schedules related to WPCF operations.

Plan, organize and direct WPCF operations and the work of Operations staff to ensure the continuous, effective and safe operation of the WPCF and overall treatment process.

Direct, oversee and participate in the development of the WPCF Operations work plan; assign work activities, projects and programs; monitor workflow; and review and evaluate work products, methods and procedures.

Supervise and direct the operations staff in the operating strategy and troubleshooting of the co-generation system, the Fats, Oils, & Grease receiving station and the anaerobic digester operations to maximize gas production.

Supervise and direct the operations staff in the operating strategy and troubleshooting of the recycled water treatment facility and pump station.

Review plant and laboratory reports and direct the adjustment of operational control parameters to ensure compliance with all applicable environmental, public health and regulatory requirements and to meet operational goals and objectives.

Prepare and implement the WPCF Operations budget; participate in forecasting additional funds needed for staffing equipment, materials and supplies.

Purchase supplies, materials and equipment required to maintain efficient operation.

Recommend capital improvement and replacement projects and prepare project descriptions and cost estimates.

Recommend appointment of 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 area.

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Encourage initiative and provide technical assistance and training to subordinates and prescribe work methods and safety procedures.

Supervise record keeping related to the WPCF operations and ensure that log entries are complete, accurate and timely.

Develop work schedules for WPCF Operators and set staff work expectations. Manage shift bidding, ensure appropriate shift coverage, and approve leave requests and overtime requests.

Research and prepare technical, regulatory and administrative reports; prepare written correspondence.

Participate in selection and oversight of outside consultants and contractors, including evaluating vendors and sole source recommendations.

Play a key role in helping the WPCF Manager prepare periodic regulatory reports and prepare for regulatory inspections.

Ensure compliance with all City policies and OSHA safety regulations and requirements by monitoring, providing training and keeping abreast of any local, state or federal changes and resolve any safety issues.

Provide technical assistance to consulting and staff engineers; review plans, specifications and technical memorandums for WPCF improvement and replacement projects.

Develop and update standard operating procedures, and operation and maintenance manuals.

Make critical decisions to resolve emergency conditions resulting from wastewater treatment and disposal system malfunctions and provide direction to plant staff accordingly.

Plan, prepare, and lead plant WPCF educational tours for various groups, clubs, and school field trips.

Represent the division and department to outside agencies and organizations, participate in outside community and professional groups and committees, and provide technical assistance as necessary.

Represent the City with dignity, integrity and the spirit of cooperation in all relations with staff and the public.

Foster an environment that embraces integrity, service, inclusion and collaboration.

Be an integral team player, which involves flexibility, cooperation and communication.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Serve as acting Water Pollution Control Facility Manager as assigned.

Serve as acting Water Pollution Control Facility Maintenance Manager as assigned.

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Perform related duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Essential Duties

~~Duties may include but are not limited to the following:~~

~~Assumes day-to-day responsibility for the continuous, effective, safe operation of the plant and the overall treatment process.~~

~~Ensures compliance with all applicable environmental and public health standards.~~

~~Plans, prioritizes, assigns, supervises and reviews plant operations and the work of Operations staff of the Water Pollution Control Facility under guidance of the WPCF Operations & Maintenance Manager and WPCF Manager.~~

~~Monitors plant processes and makes appropriate operational changes to ensure regulatory requirements, and City of Hayward's WPCF operational goals and objectives are met.~~

~~Reviews and analyzes WPCF Supervisory Control and Data Acquisition (SCADA) data, daily logs and laboratory tests, and makes necessary operational adjustments to maintain operation within prescribed parameters and discharge limits.~~

~~Supervises record keeping related to the WPCF operations and ensures that log entries are complete, accurate and timely.~~

~~Manages shift bidding, insures appropriate shift coverage, approves leave requests and prepares overtime approval requests.~~

~~Prepares clear, accurate and effective correspondence, reports, documents, specifications, procedures and other written materials.~~

~~Coordinates, monitors, and reviews work performed by outside contractors as assigned for impact on facility operations.~~

~~Plans and implements an active training program for other WPCF operators at all levels, and leads them in performing basic repair, maintenance, and testing activities.~~

~~Plays a key role in helping the WPCF Manager prepare for periodic regulatory inspections.~~

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~~Implements an active safety training program that meets OSHA and other regulatory requirements, identifies and resolves safety issues, and leads bi-weekly safety tailgate meetings.~~

~~Maintains an inventory of operational parts, chemicals, materials and supplies, and makes purchases as needed in accordance with the City's purchasing policies and procedures.~~

~~Supervises, coaches, instructs, evaluates and recommends discipline for operations' staff.~~

~~Prepares performance evaluations for all WPCF operators at least on an annual basis and processes salary step increases in accordance with contractual agreements; ensures that the evaluations incorporate discussions of job-related goals and accomplishments.~~

~~Ensures that equipment, tools, materials and worksite are maintained in proper and safe condition.~~

~~Reviews and evaluates technical memorandums, drawings and specifications.~~

~~Reviews and evaluates capital improvement and replacement needs, and makes recommendations for projects for inclusion in the Capital Improvement Program.~~

~~Develops and updates standard operating procedures, and operation and maintenance manuals.~~

~~Coordinates special assignments as needed.~~

~~Responds to emergency situations, as needed.~~

~~Prepares and submits weekly operations report related to all aspects of WPCF operations.~~

~~Develops work schedules for WPCF Operators and sets staff work expectations.~~

~~Participates in group problem solving activities to identify process improvements and initiatives.~~

~~Assists all WPCF operators in preparing their timesheets.~~

~~Performs related work as necessary.~~

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

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Principles, practices and, equipment, ~~material, and tools~~ used in modern wastewater treatment operations, including cogeneration~~the operation, cleaning~~ and solar power.

Biological, chemical and physical processes involved in advanced methods~~preventative maintenance~~ of wastewater treatment ~~and disposal facilities~~.

Operations, control and calculations involved in treating waste by the primary treatment and biofiltration methods, various modifications of secondary treatment process, and anaerobic digestion process.

National Pollutant Discharge Elimination System (NPDES) Permit provisions.

- ~~Laboratory analyses~~Safety principals associated with wastewater treatment, such as but not limited to: lock out/tag out, confined space entries, fall protection, energized electrical equipment, material safety data sheets, and personal protection equipment.
- ~~Sampling methods~~ and tests applicable ~~toused to check the effectiveness of such~~ wastewater treatment processes, ~~including the quality control of each element.~~
- ~~Equipment, piping and electrical systems used in a water pollution control facility and the tools, equipment and methods used in the basic repair.~~

Principles and practices of effective supervision, training and performance evaluation.

Basics of analog and digital instrumentation.

SCADA operating systems and other computer applications related to operation and maintenance of a wastewater treatment facility.

Methods and precautions used in handling and storing hazardous chemicals.

Pertinent local, state and federal rules, regulations and laws.

Principles and practices of organization, administration, and program management.

Safe work practices associated with wastewater treatment, such as but not limited to: lock out/tag out, confined space entries, fall protection, energized electrical equipment, material safety data sheets, and personal protection equipment.

Principles and practices of supervision, training and personnel management.

Basic arithmetic.

Budgeting procedures and techniques.

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Principles and practices of leadership, motivation, team building and conflict resolution.

Modern office practices, methods and computer equipment, including relevant software programs.

Oral and written communication skills; English including vocabulary, spelling, and correct grammatical usage and punctuation.

Principles and practices of excellent customer service.

- ~~• Practical understanding of labeled water streams within plant (potable water, recycled water, etc.) and knowledge of regulatory requirements for each.~~

Ability to:

Organize and direct WPCF Operations staff, ensuring compliance with City policies and procedures, and local, state and federal laws and regulations.

Plan, organize, assign and schedule a varied and complex technical and maintenance program.

Perform the full range WPCF Operator's duties.

Effectively assess emergency situations and develop action plans as they relate to wastewater treatment operations.

- ~~• Effectively and frequently instruct, motivate, train and lead the work of subordinates.~~

Recognize the need to adjust processes ~~as necessary to~~ ensure permit compliance, take appropriate actions, and communicate ~~keep higher level management informed of~~ critical process issues to the WPCF Manager.

Utilize SCADA as an operational process control and information tool and supervise collection of computerized maintenance records and reports.

Read, comprehend and communicate complex technical documents and information.

- ~~• Utilize and train Understand and follow oral and written directions.~~

~~Train~~ assigned personnel in appropriate all aspects of safety procedures for assigned duties related to wastewater treatment facilities, including job hazards, handling of hazards chemicals, and safety awareness for unusual or infrequent work activities.

- ~~• Gain cooperation through discussion Handle hazardous chemicals in a safe manner, using personal protection equipment.~~

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Maintain and persuasion.

Interpret ~~monitor accurate operating records~~ and apply City and department policies, procedures, rules and regulations ~~logs~~.

Supervise, train ~~Recognize need for,~~ and evaluate ~~ability to direct~~ assigned personnel.

Read, write in, ~~minor mechanical repairs, maintenance work~~ and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation. ~~preventative maintenance.~~

- ~~Establish and maintain positive and cooperative working relationships with subordinates and other City employees.~~

Communicate effectively, tactfully and positively, both orally and in writing.

Make basic arithmetic computations.

- ~~Follow department policies and procedures related to assigned duties.~~

Operate and use modern office equipment and technology, including computers and ~~relevant~~ specialized software ~~programs~~ applications.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Contribute effectively to the accomplishments of City goals, objectives and activities.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five (5) ~~Three (3)~~ years of increasingly responsible experience working in a water

pollution control facility while in possession of a Grade III certificate or higher, including two (2) years of one (1) year lead or supervisory experience.

Education: Equivalent to completion of the twelfth (12th) grade. College coursework in chemistry, biology, environmental science or other related fields preferred.

LICENSES AND CERTIFICATION

Certifications: Possession and maintenance of a valid Class C California Driver's License; possession and maintenance of a Grade IV/III Certificate issued by the State Water Resources Control Board. Grade V desirable IV or higher preferred.

Supplemental Information

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical ability to: work in a field environment in various weather conditions; work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination; prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; walk, stand, crouch, reach, twist, turn, kneel, bend, stoop, squat, and safely lift and move equipment and material weighing up to 35 pounds; converse by telephone, by email, in person, and to small or large groups and be clearly understood; read and comprehend legal, technical, and complex documents, interact with the public and all different levels of City staff in an effective and professional manner; and safely drive to various locations through the City and County to fulfill assigned duties and to review work outdoors. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

H855 WPCF Operations Manager

Created July 2003

Revised July 2013

Revised March 2024

EEO Code: 02

FPPC Status: Non-Designated

FLSA Status: Exempt