

## CITY OF HAYWARD

UTILITIES OPERATIONS AND MAINTENANCE MANAGERDEFINITION

Under general direction, to manage, plan, schedule, and review activities related to the operations, maintenance, installation and repair of the City's water, recycled water, sewer collection system, and storm water systems including transmission, distribution, storage and pump facilities, sewer and storm water pump facilities, and advance metering infrastructure (AMI) and backflow prevention programs.

DISTINGUISHING CHARACTERISTICS

This is a Division head management classification allocated to the Operations and Maintenance (O&M) Division of the Department of Public Works & Utilities - Utilities Division, reporting to the Assistant Director of Public Works. The Utilities Operations and Maintenance Manager is responsible for the operation of the City's water, sewer collection, recycled water, and storm water systems and performs responsible management in support of the Utilities O&M Division's goals and objectives. The position is also responsible for assisting the Assistant Director in the overall planning, administration, management of Utilities Operations and Maintenance Division's functions, as well as administration of select projects in the Utilities Capital Improvement Program.

This position serves as the Chief Operator for the City's water system, and as the sewer collection system Legally Responsible Official.

SUPERVISION RECEIVED

Receives general direction from the Assistant Director of Public Works.

SUPERVISION EXERCISED

Provides direct supervision to the Utilities Electrical & Mechanical (E&M) Manager, Utilities Field Services Manager, Wastewater Collection Systems Manager, and indirect supervision to AMI services and backflow prevention program, utilities field construction and field maintenance, utilities operations and maintenance, sewer collection, and assigned administrative staff.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Directs the operation and maintenance of the City water distribution system, including the water pump stations, reservoirs, pipelines, operation and maintenance of the City's sewer collection system and sewer lift stations and pump stations, recycled water distribution system, and storm water pump stations.

ESSENTIAL DUTIES (continued)

Ensures that all regulatory requirements related to delivery of drinking water are met and that the water delivered to customers meets applicable drinking water standards at all times.

Ensures that all regulatory requirements related to sewer collection system operations and maintenance are met on a consistent and ongoing basis, including the reporting of all sanitary sewer overflows to the proper authorities pursuant to Regional Water Quality Control Board regulations.

Ensures that sanitary sewer overflows are minimized and contained to the extent possible so that public waters are not impacted.

Ensures that all fire hydrants (other than those clearly marked as “out of service”) are properly maintained and in service at all times, and informs the Fire Department of any fire protection system components that may not meet flow and pressure requirements.

Coordinates water distribution, recycled water distribution, and sewer collection operations with the needs of the public, outside agencies, and other City departments, and receives, investigates, and responds to public inquiries, concerns, and complaints, and requests for service.

Assists the Assistant Director with budget preparation and performs other administrative work as assigned.

Assists the Assistant Director with strategic planning activities to ensure that the water and sewer systems are prepared to meet current and future system demands.

Utilizes modern technology and practices, e.g., team collaboration programs such as SharePoint, GIS application, SCADA Historian software, work orders, and inventory and asset management to their full capacity in all aspects of Utilities O&M.

Works cooperatively with City staff, residents, businesses, property owners, and other utilities and outside agencies to address and resolve issues of concern.

Ensures that the City’s water and wastewater system standards are up to date, and confers with developers and contractors as needed to ensure that the standards are met.

Identifies electrical and mechanical maintenance needs in the utility system and initiates proper action to resolve the problems.

Identifies water mains and appurtenances maintenance needs in the utility system, and initiates proper action to resolve the problems.

Ensures that emergency staff is available 24 hours a day, 7 days a week, to take necessary action.

Ensures that the meter reading program meets its goals with timely and accurate readings.

ESSENTIAL DUTIES (continued)

Responsible for efficient meter repair and replacement, and services related to meter activation and shutoff.

Oversees the testing and approval of backflow prevention devices.

Oversees the development of schedules and establishment of assignment priorities for the water field maintenance and construction section, as well as the utilities operations and maintenance section.

Develops and maintains specifications for water and sewer system equipment and recommends major purchases.

Responsible for interaction with all regulatory agencies related to the operation and maintenance of the water distribution system and sewer collection system.

Prepares and maintains records and forms, as well as all required reports to regulatory agencies, related to areas of responsibility. Prepares all correspondence needed to ensure effective coordination between the Utilities operations and maintenance, U&ES Department, other City departments, and the general public.

Works collaboratively with Utilities Engineers to review and evaluate construction plans, drawings and specifications related to water and sewer system infrastructure projects including mechanical, electrical, and instrumentation systems. Prepares comprehensive written comments to clearly articulate issues and concerns.

Responsible for operation and maintenance activities for transfer of water from Hetch Hetchy aqueduct turnouts to the City's distribution system, maintenance of emergency wells, water pump stations, reservoirs, emergency interties and pressure regulating stations.

Ensures that the City's water system emergency assets, water wells, regional interties, local interties and emergency equipment are ready for deployment at all times.

Participates in interviewing and selection of new employees, and training of employees in work procedures, standards and safety practices.

Prepares at least annual performance evaluations for all directly assigned staff, and ensures that same is prepared for all staff under the position's indirect supervision.

Prepares and provides input into employee performance evaluations, conducts counseling on work-related issues, and makes recommendations regarding discipline.

Serves as the highest safety officer for U&ES, ensuring that all safety standards, including Cal OSHA requirements, are met in a thorough and efficient manner and striving to minimize workplace injuries. Chairs the U&ES Department's Safety Committee.

ESSENTIAL DUTIES (continued)

Performs other related duties as assigned.

JOB RELATED ESSENTIAL QUALIFICATIONS

Knowledge of:

Water transmission and distribution operations and maintenance programs.

Principles of hydraulic theory as it applies to water distribution and storage systems, water transmission systems, pressure zones and pressure regulating valves and water and sewer pumping stations.

Current methods, codes and regulations governing potable water disinfection, testing and reporting including water related hazardous materials storage and reporting requirements.

Supervisory Control and Data Acquisition (SCADA) systems including data propagation methods, and associated hardware and software.

Mechanical and electrical equipment commonly used in water distribution and sewage pumping systems.

Underground installation and safe work practices.

Sewer collection system operations and maintenance.

All regulatory requirements related to sewer collection, including sanitary sewer system overflow reporting regulations.

Modern asset management processes, procedures, and equipment.

Modern work order development, execution, and final billing.

Modern processes, procedures, and equipment in inventory control and operations of a utility parts and supplies store.

Principles of management and supervision including work planning, direction, training, and evaluation of work and staff performance.

Ability to:

Direct the daily operation of a large municipal water distribution system, and sewer and storm water systems; and trace and correct mechanical or procedural errors.

### JOB RELATED ESSENTIAL QUALIFICATIONS (continued)

#### Ability to (continued):

Supervise, train and evaluate subordinate supervisory, technical and support staff; and coordinate shift schedules to insure the timely processing of the public's request.

Foster implementation of state-of-the-art water and sewer systems in all aspects of Utilities O&M.

Perform the duties of both the Utilities O&M Supervisor and Field Services Supervisor in their absence.

Communicate both orally and in writing to prepare clear and accurate maintenance and safety reports, lead discussions, and present information to City staff, contractors, and the general public.

Review and evaluate construction plans, drawings and specifications related to water and sewer system infrastructure projects including mechanical and electrical systems.

Analyze water and sewer system historical and current performance using a variety of data, formulas and equations.

Troubleshoot common SCADA problems and implement solutions; and recommend projects related to SCADA expansion, upgrade or new installations.

Make reasonable assessments as to repair or replacement of equipment; and advise Utilities staff, design consultants, engineers and contractors in acquisition and installation of new equipment.

Make informed judgments concerning operational parameters of water and sewer systems; and make independent judgments during emergencies.

### EXPERIENCE AND EDUCATION

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying. A typical way to qualify is:

Experience: Five (5) years of progressively responsible supervisory experience in the installation and maintenance of a water system including two (2) year of responsible supervisory or management experience in a distribution system classified as a D5 system or higher by the California Department of Health Services.

Education: Completion of twelfth (12<sup>th</sup>) grade or possession of GED, supplemented by college course work related to potable water, water distribution, wastewater collection, recycled water distribution, or a science field. Possession of an Associate's Degree in water distribution, wastewater collection, recycled water distribution, or in a science field may be substituted for the required coursework. Possession of a bachelor's degree is desirable.

### EXPERIENCE AND EDUCATION (continued)

Licenses and Certificates: Requires possession of a valid Water Distribution Operator D5 Certificate issued by the California State Water Resources Control Board.

Alternative Certification - As an alternative to the D5 Certification requirement, a candidate may qualify for the position with:

- Possession and maintenance of a valid certificate of registration as a professional civil or mechanical engineer issued by the State of California; and
- Possession of valid Water Distribution D4 Certification issued by the California State Water Resources Control Board with the ability to obtain a D5 Certification within eighteen (18) months of appointment to the position.

Possession and maintenance of a valid Class C California Driver's License.

### SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; to work in a field environment when needed in various weather conditions; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, crouch, stoop, squat, walk, reach, bend 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 throughout the City and County to travel to fulfill assigned duties and to review work outdoors. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

H835

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Revised March 2026

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt