



City of Watsonville

Job Description

JOB TITLE: Collection Systems Manager

DATE APPROVED:

DEPARTMENT: Public Works and Utilities

SUPERSEDES: February 1993

REPORTS TO: Wastewater Division Manager

SUPERVISION: Collection Systems Operator I, II, III

EMPLOYEE UNIT: Mid-Management

FLSA: Exempt

JOB SUMMARY:

Under direction, plans, organizes, oversees, coordinates, and reviews the work of staff performing installation, construction, maintenance, and repair activities within the Collection Systems Division of the Public Works and Utilities Department; administers current and long-range planning activities; manages the effective use of the City's public works maintenance resources to improve organizational productivity and customer service; provides complex and responsible support to the Wastewater Division Manager in areas of expertise; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This is a management classification that manages the installation, construction, maintenance, and repair of the City's wastewater collection and stormwater systems. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and operations of the assigned functional area, including participating in short and long-term improvement planning. Successful performance of the work requires an extensive background as well as skill in coordinating work with that of other divisions, departments, and public agencies. This class is distinguished from the Wastewater Division Manager in that the latter is a division manager and is responsible for planning, organizing, and directing, through subordinate staff, the administrative and operational activities of the Collection Systems Division, including maintenance and repair of wastewater collection and stormwater systems and lift stations.

EXAMPLES OF ESSENTIAL DUTIES:

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

- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned function; recommends within department and division policy, appropriate service and staffing levels; recommends and administers policies and procedures
- Plans, manages, and oversees the installation, construction, maintenance, and repair of the City's wastewater collection and stormwater systems
- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of assigned programs; continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Wastewater Division Manager
- Manages and coordinates the work plan for the assigned programs; meets with staff to identify and resolve problems; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods, and procedures
- Participates in the selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures
- Monitors construction and maintenance projects to ensure timely and cost effective completion; maintains standards for materials and construction; regularly inspects work in progress and provides technical direction as needed; troubleshoots and develops solutions for complex technical problems
- Manages the Collection Systems after hours emergency response program; coordinates and monitors activities of participating staff members; schedules and conducts training; communicates with Risk Manager regarding losses; performs related administrative tasks including billing of property owners
- Develops and reviews staff and regulatory reports related to wastewater collection and stormwater systems; ensures compliance with National Pollutant Discharge Elimination System (NPDES) regulations and coordinates annual reporting
- Coordinates wastewater collection and stormwater system maintenance and construction projects with the Engineering Division, other City departments, independent contractors, local, state, and federal agencies, and customers
- Manages and participates in the development and administration of assigned budgets
- Provides complex staff assistance to the Wastewater Division Manager, including development of division performance goals and long-range planning; performs special projects as assigned
- Oversees and assists in the negotiation of contracts; monitors and administers contracts to ensure compliance with City policies and procedures and timely completion of projects
- Meets with various local, state, and federal agencies, public and private organizations, vendors, contractors, citizens and community groups

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of wastewater collection and stormwater maintenance and repair; monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action
- Responds to operations, maintenance, and repair emergency situations as required
- May be required to perform duties related to confined space entry and rescue
- Performs other related duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, evaluation, and project management
- Principles and practices of budget and contract development and administration
- Principles and practices of employee supervision, either directly or through subordinate levels of supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned functional area
- Principles, practices, tools, and materials for installing, cleaning, and repairing wastewater and stormwater collection systems
- Methods, materials, and techniques used in the construction of public works projects
- applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility
- Practices of researching operations and maintenance issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports
- Recent and ongoing developments, current literature, and sources of information related to wastewater collection and stormwater operations and maintenance
- Safety equipment and practices related to the work, including the handling of hazardous chemicals and confined space entry
- Record keeping principles and procedures
- Modern office practices, methods, and computer equipment and applications
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations
- Techniques for providing a high level of customer service by effectively dealing with the public, contractors, and City staff

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services
- Administer complex and technical operations, maintenance, and related programs in an independent and cooperative manner
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures
- Evaluate and develop improvements in operations, procedures, policies, or methods
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical reports
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals
- Establish and maintain a variety of filing, record keeping, and tracking systems
- Operate modern office equipment including computer equipment and specialized software applications programs
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize your own work, set priorities, and meet critical time deadlines
- Make sound, independent decisions within established policy and procedural guidelines
- Use English effectively to communicate in person, over the telephone, and in writing
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work

PHYSICAL REQUIREMENTS:

Physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Exposure to occasional loud noises, hazardous chemicals, fumes, and gases
- Work at a desk for prolonged periods of time
- Constant use and operation of a personal computer
- Drive an automobile to meetings or to various job sites located out in the field requiring hand and finger dexterity
- Inspecting construction sites and pump or lift station sites requiring use of sight in order to observe, inspect, and monitor maintenance and repair activities
- Occasional standing, climbing and lifting of equipment or materials weighing less than 40 pounds

TRAINING AND EXPERIENCE:

Any combination of education and experience that provides the above knowledge, skills, and abilities combined with any required licenses is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school degree or equivalent; and
- Six (6) years of increasingly responsible experience in the inspection, installation, maintenance, and repair of wastewater collection and stormwater systems, or equivalent as defined by the California Water Environment Association (CWEA), including three (3) years of supervisory experience

LICENSE & CERTIFICATION:

- Possession of and maintain a valid California Class A driver's license, including a safe driving record
- Possession of an active Grade III Wastewater Collection System Technologist Certificate issued by the California Water Environment Association (CWEA)
- Possession and maintenance of a Grade IV Wastewater Collection System Technologist Certificate issued by the California Water Environment Association (CWEA) within eighteen (18) months of employment
- Possession of a Mechanical Technologist Grade I Certificate issued by the California Water Environment Association (CWEA)

OTHER REQUIREMENTS:

- Must reside within a 30 minute response time by the end of probationary period
- Experience using computerized maintenance management systems