



## **Utility Systems Manager Pembroke Pines Job Description**

### **JOB SUMMARY:**

Under the general direction of the President or appointed Designee, the Utility Systems Manager performs high level and responsible professional work related to management of assigned utility systems. Assures all services are executed promptly and according to Regulatory and Company Standards while maintaining profitability. In accordance with all applicable regulatory requirements and Company Standards, supervises the operation and maintenance of the City drinking water production, treatment facilities and distribution system – including water meters; waste water treatment and collection system, calibration and repair of instrumentation related to components of the utility infrastructure.

### **MANAGER CHARACTERISTICS:**

This is a management position responsible for supervising and managing the operation of assigned utility systems and requires ability to exercise professional judgment and discretion in directing employees. The ability to work well with others and solve complex problems with minimal supervision while adhering to company policies and procedures is also required. Confident presence is necessary when addressing a Private, Municipal, or other Government entities either directly, or within Council or Owner Board Meetings. Understanding fiscal contract management is required.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

The following duties are performed personally, in cooperation with the Company administration and in coordination with other Company staff and departmental groups.

1. Represent the Company in Municipal Council or other Board Meetings as needed.
2. Ensure the operation and maintenance, on a scheduled and emergency basis, of the distribution and collection systems, of the water production wells, water supply stations, reservoirs, emergency stand-by generators, water and waste water pumping stations and related telemetry, pressure regulation, water meters, and water treatment equipment.
3. Develop and maintain preventative maintenance programs in all areas of mechanical and electrical water and waste water system operations. Maintain clean, well-painted and well-serviced equipment with an appropriate spare parts inventory.
4. Oversee drinking water system chemical testing procedures.
5. Maintain up-to-date procedural manuals, equipment and system drawings, performance files, service charts and equipment inventory data.
6. Analyze problems associated with water and waste water flow and water pressure, and devise appropriate solutions.
7. Ensure that instrumentation, automatic controls, generators, alarms and mainline flow meters are accurate and operating at all times.
8. Ensure proper investigation of all customer inquiries and complaints regarding waste water collection, drinking water quality, pressure and volume, etc.; and initiate corrective action as indicated.

9. Interface with Company and Owner engineering staff and carry out work orders and modifications related to the assigned utility systems, as approved.
10. Ensure protection of the community water supply from possible sources of contamination at all times and manage the backflow protection device installation and testing program to conform to applicable regulations.
11. Responsible for assuring all after hours alarms emanating from the waste water collection and water production and distributions systems are responded to in a timely manner.
12. Monthly Operating Reports will be required such as, but not limited to, water production monthly reports as applicable, annual budget and other administrative reports required including: annual and/or monthly regulatory reports, annual cross connection inspections and fire hydrant testing, and monthly water chemical treatment reports.
13. Conduct training sessions for employee development and safety which includes instructing and informing employees of administrative policies and safety standards in order to ensure compliance.
14. Evaluate both unit and individual employee performance and prepare performance appraisals.
15. Initiate disciplinary action as necessary and other personnel actions as needed in conjunction with Company administration.
16. Develop effective and efficient work schedules, establish priorities, review and adjust schedules to meet current requirements and emergency conditions. Assign subordinates in accordance with priorities, schedules and conditions.
17. Train or arrange for the training of subordinates to ensure that subordinates are capable of effectively performing assigned operations and maintenance activities.
18. Review tract or site plans as they relate to the assigned utilities to be certain standards are met and treatment capacity is considered.
19. Ensure vehicle inspection reports of the assigned vehicles.
20. Plan for the maintenance and repair of pumps, boosters, lift stations, and generators and all utility infrastructure as needed, and with use of a Computerized Maintenance Management System (CMMS).
21. Participate in Budget Preparations, Planning and Monitoring.
22. Manage cost to the most effective level ensuring profitability.
23. Participate in Company Meetings as required.
24. Prepare cost analysis reports with assistance.
25. Act as Community and Environmental Steward in relation to the services provided as an associate of U.S. Water Services Corporation.

Additional duties may be assigned.

#### **QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

**Education & Experience:**

1. Possess experience in the Water and Wastewater Utility Service Industry as a Total Utility System Manager (Utility Operations, Maintenance, Distribution and Collection Management, with Customer Service oversight).
2. Minimum five years of successful hands on experience in utility operations as a system operator.
3. Completion of special educational programs related to supervisory and management techniques is preferred.
4. Dual Water and Wastewater Certifications Preferred.

**Licenses & Certificates:**

1. Possess a valid Florida Class C driver's license in compliance with adopted Company driving standards.
2. Possess Dual State Water and Wastewater Treatment Operator Certificates.

**Other Requirements:**

1. Willing to work extended hours as required.
2. Willing to engage regarding utility or staff emergencies on a 24-hour basis.
3. Participation in a drug free workplace program.
4. Maintain a clean driving record.

**Knowledge of:**

1. The operation and maintenance of pumps, motors, pressure regulation equipment, chemical feed equipment and electronic automatic control systems.
2. Applicable City, State and Federal codes regarding utility system operation and maintenance.
3. Administrative principles and methods, including goal setting, program development, scheduling, budget preparation and administration, cost containment and employee supervision.
4. Principles, practices, and techniques of municipal public works functions, including water and wastewater activities.

**Skill in:**

1. Supervising, training, motivating and evaluating staff.
2. Exercising sound independent judgment within established guidelines.
3. Using initiative and independent judgment in the course of undertaking assigned responsibilities.
4. Organizing work, setting priorities, meeting critical deadlines and completing assignments with minimal supervision.

5. Exercising resourcefulness in meeting and resolving problems.
6. Representing the Company effectively in meetings with others.
7. Providing outstanding customer satisfaction.
8. Use of common office software including Microsoft Office.
9. Managing Budgets, Job Costing and Profitability.

**Ability to:**

1. Read and interpret construction blue prints, schematics and plans.
2. Effectively and efficiently plan, schedule and supervise the work of others.
3. Communicate effectively with others, analyze problems and implement solutions.
4. Establish and maintain effective working relationships with those contacted in the course of business.
5. Select, train, evaluate, and motivate staff.
6. Keep accurate records and prepare clear and concise written reports.

**PHYSICAL DEMANDS:** 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 individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

**WORK ENVIRONMENT:** 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 individuals with disabilities to perform the essential functions.

1. Employees generally work 80% indoors and 20% outdoors.
2. The work environment indoors is usually in a temperature-controlled office; some travel is required.
3. While performing the duties of this job outdoors, the employee may work in varying weather conditions, visiting staff in field or making system assessments.
4. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to high level noises including but not limited to utility plant equipment.