

## **TECHNICAL SERVICES MANAGER**

### **SUMMARY**

Under general direction, the Technical Services Manager (TSM) is responsible for planning, directing and managing the collections system and recycled water operations and maintenance, development program, capital improvement program and the information system functions of the District. The TSM advises and makes recommendations to the General Manager and Board of Directors. The TSM reports directly to the General Manager and acts as General Manager in his/her absence, when assigned. The TSM oversees a variety of operations, maintenance, development and capital improvement activities to ensure the delivery of District's programs by performing duties personally or through subordinates.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The exact duties performed will depend on the needs of the District.

- Directs the Operations and Maintenance (O&M) and Recycled Water Treatment functions. Oversees the activities of Field Services personnel in the O&M of the District's collection, pumping, transmission and treatment facilities. Ensures O&M and project activities comply with applicable government regulations. Confers with administrative and technical personnel and other agencies/organizations to coordinate O&M activities. Acts as the District's Enforcement Officer for illegal discharges into the collection system.
- Plans, manages, directs and executes the Capital Improvement Program. Oversees complex and technical planning studies and capital improvement projects. Oversees consultant and contractor selection process including RFQ/RFP development, construction bidding process and scope of work development. Confers with administrative and technical personnel and other agencies/organizations to coordinate capital improvement activities.
- Directs the Development functions. Oversees the development activities of the District. Oversees the District Engineer's contract and ensures the development complies with District rules and regulations in accordance with District Standard Specifications. Confers with administrative and technical personnel and other agencies/organizations to coordinate development activities.
- Directs the Information System functions. Oversees the IT services contract and IT activities of the District. Ensures the maintenance and security of the District's GIS and Information System equipment. Evaluates and recommends IT technology to meet long-term District needs and operating strategies.
- Prepares the Capital Improvement, Development and O&M budgets based on anticipated needs of each department. Monitors and controls each department expenditures to assure conformance with approved budget.
- Regularly exercises discretion, independent judgment, and decision making. Independently performs highly responsible, sensitive and complex technical and administrative tasks.

- Responds to and resolves difficult and sensitive employee and customer issues/complaints.
- Conducts and prepares complex technical, statistical, financial and economic analysis detailed reports. Prepares recommendations and reports to District management, Board subcommittees and Board of Directors.
- Provides technical support to District Management.
- Reviews and analyzes existing and proposed state and federal legislation and regulations.
- Ensures compliance with safety standards and environmental regulations including preparation and submission of required reports.

**SPECIFIC TYPES OF KNOWLEDGE, SKILLS, AND PHYSICAL ABILITIES REQUIRED FOR THESE DUTIES:**

- Ability to work both independently and work well within a team environment.
- Ability to perform and follow safety procedures.
- Ability to meet District's insurability standards.
- Ability to plan, direct and make effective written and oral presentations
- Ability to utilize personal computers in office
- Ability to perform intermediate functions in Microsoft Office Suite.

**SUPERVISORY RESPONSIBILITIES**

Responsible for the overall direction, coordination, and evaluation of the Field Services Department. Directly supervises the Field Services Superintendent and Field Services Specialist. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS**

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 individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree from four-year college or university in engineering, business or public administration or related field and a minimum of five years relevant experience and/or training; or equivalent combination of education and experience. A Master's degree is desired but not required.

**LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and contract documents. Ability to effectively present oral information and respond to questions from District Management, Board of Directors, customers, and the general public.

## **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference. Ability to understand technical and engineering principals' associates with planning, design, and construction of wastewater collection, treatment and pumping facilities. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid California Class "C" Driver's license.
- Engineer-in-Training (EIT) certification required.
- Professional Engineer (PE) desired.

## **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

## **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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

## **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 individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions; high noise levels; poor lighting; moving mechanical parts; high, precarious places; outside weather conditions; extreme cold; extreme heat; risk of electrical shock; and vibration. The noise level in the work environment is usually moderate.

## **CLASS HISTORY**

<b>Established:</b>	JAN 2011	<b>Revised/Reviewed:</b>	JUNE 2020
<b>FLSA Status:</b>	Exempt	<b>Salary Grade:</b>	31
<b>Reports to:</b>	General Manager	<b>Department:</b>	Field Services