



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

OPERATIONS SUPPORT SERVICES SECTION MANAGER

Group-Section: Water System Operations Group - Operations Support Services Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 072 Job #: SM011
--	--	---

JOB SUMMARY

Responsible for managing and supervising all Operation Support Services. Areas of responsibility include Fleet Maintenance; Construction Support Services; Maintenance Support Services which includes machine, fabrication, coating, valve, dive, HVAC shops; and Power Support Engineering.

OVERSIGHT

Supervision Received: Receives administrative direction from the Assistant Group or Group Manager.

Supervision Given: Manages and supervises a staff of managers, professionals, and technicians.

JOB DUTIES

1. Manages the Operations Support Services Section for Metropolitan; monitors the performance of the Construction Support, , Fleet Maintenance, Maintenance Support, and Power Support Units ensuring regulatory compliance; oversees the planning of work and utilization of resources; develops and revises operating procedures to achieve Metropolitan's goal to ensure efficient and effective results; and recognizes problems and develops viable solutions.
2. Manages through unit and team managers preventative, corrective, and predictive maintenance activities; ensures that construction projects are planned and scheduled to minimize downtime and coordinates the water needs of the member agencies; ensures that vehicle and heavy equipment fleet is properly maintained to meet the operational needs; and participates with other Metropolitan management and staff in the development of design specification and contract administration and negotiations.
3. Evaluates the performance of the Operation Support Services directly and indirectly through unit and team managers against the section's defined performance plan, approved budget, and organizational goals and objectives; and seeks consistency with other organizational units both within and outside the Operation Support Services Section.
4. Assigns and explains the work requirements and operating instructions to subordinate managers; reviews work plans to control costs, balance workloads, anticipate and avoid delays, and meet deadlines; and evaluates work in progress and reviews completed work.
5. Oversees all staffing plans, personnel actions, and employee relation activities; develops performance measures and ensures they are consistently applied; promotes employee training and development; and responds to complaints and grievances.

6. Oversees the preparation of the section budget; monitors the expenditure activities; approves Capital and Operating and Maintenance expenditures; and reviews budget variance reports and determines and implements all necessary corrective action.
7. Ensures compliance with local, state, and federal laws, regulations, and requirements; ensures all workplace health and safety policies and procedures are followed; ensures procedures are in place to avoid violations; and implements resulting recommendation from audits.
8. Performs other related duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: Bachelor's degree from an accredited college or university and fourteen years of increasingly responsible relevant experience, of which six years must have been in a management or supervisory position; or an advanced degree from an accredited college or university and twelve years of increasingly responsible relevant experience, of which six years must have been in a management or supervisory position.

Required Knowledge of: Processes of work flows in facility, shop, and construction environments; current business and organizational management theories and practices; public sector personnel practices and regulations; financial and budgeting practices and procedures; management and supervisory concepts and techniques; team building; budgetary concepts and procedures; relevant federal, state, and local laws; negotiation techniques; project management; contract administration; and trends and emerging technologies of water system operation and maintenance.

Required Skills and Abilities to: Manage a diverse work force; plan, organize, and review the work of subordinates; compile, organize, and equipment maintenance usage, scheduling, and acquisition; review work products for detail and adherence to guidelines; encourage and facilitate cooperation; mentor, develop, and motivate staff; determine training needs of staff; exercise judgment and discretion; interpret and analyze results; communicate orally and in writing on administrative and technical topics; represent Metropolitan in negotiations or development of joint projects with external organizations; establish and maintain collaborative working relationships with all levels within the organization, other agencies, regulatory agencies, special interest groups, and the public; use business applications such as word processing and spreadsheets; and prepare presentations for executive management, Board of Directors, member agencies, regulatory agencies, water industry professionals, and community groups.

CERTIFICATES, LICENSES, AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- Valid California Class C Driver License

Registrations

- None

DESIRABLE QUALIFICATIONS

None

PHYSICAL DEMANDS, WORK ENVIRONMENT, AND VISION REQUIREMENTS

The physical demands and work environment characteristics described here are representative of those that must be met or may be encountered 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.

Physical Demands: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as paper, books, or small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.

Vision Requirements: No special vision requirements