



City of South Bend

Vacancy Announcement

MANAGER – OPERATIONS (DISTRIBUTION)

Category: Full Time
Department: Public Works/Utilities/Water Works
Reports To: Director of Utilities/Assistant Director of Utilities
Schedule: Monday-Friday, 8:00 am-5:00 pm. Schedule may vary based on departmental need.
Pay Rate: \$59,000-\$69,000/yr. (Exempt)
Position: **SUMMARY**

The Manager – Operations, directs and oversees the overall operations and maintenance of the City's drinking water distribution system. The Manager – Operations ensures that all EPA and IDEM regulatory requirements and standards are consistently met for operating the distribution system. The job requires considerable knowledge of distribution system operations, maintenance practices, planning, policies, procedures, and concepts. The Manager – Operations provides oversight to the water service line repair program. This position entails a high degree of professionalism, independent judgment, and the overall ability to work with all levels within the division. This individual maintains sound regulatory, governmental, media, community, customer, and employee relations and communications. The Manager – Operations must implement, oversee, and maintain the City's personnel procedures/policies. As a member of the Utility Department leadership team, the Manager – Operations will be a leader in efficiency, accountability standards, and continuous improvement concepts. .

SUPERVISION EXERCISED

- Direct Reports – Director of Distribution, Superintendent V (meter service), Superintendent V (construction and maintenance), Distribution System Specialist.
- Responsible for budget accountabilities; supports the operation & maintenance activities of the Utility Department in the distribution system.
- Accountable to direct and support the 24 hour operation of the distribution system

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Actively supports the mission statements of the City and the Utility.
- Responds to emergency situations related to water infrastructure
- Assists with hiring, training, team building, and evaluation of water personnel.
- Recognizes good work performed by employees. Recommends employees for promotion.
- Looks for and makes recommendations for improvement.
- Follows the City's progressive discipline practices as necessary. Assumes administrative duties (time cards, vacation schedules, overtime assignments, record keeping and reporting) as necessary.
- Maintains schedules and reviews jobs for completeness and correctness.
- Confirms appropriate manpower for each planned job to assure appropriate skills composition of each assigned crew or individual for effective work execution.
- Participates in weekly coordination meetings to ensure that each week's scheduled activities are mutually agreed upon and have the right priority.
- Ensures that good housekeeping and safe work practices are followed.
- Actively leads safety and information sharing meetings
- Identifies and provides training for staff.

- Writes SOP's and provides technical assistance and expertise to management on how best to operate and maintain the treatment equipment.
- Supports the maintenance and development of water distribution GIS data
- Provides timely progress reporting to management on all performance data with regular updates on relevant issues. Participates in the budgeting process.
- Actively uses maintenance management software for service requests, work ordering review, parts ordering, and inventory.
- Oversees the meter service personnel and practices
- Makes recommendations for continuous improvement of the processes and systems used in operations.
- Ensures that all contact with customers is adequately documented in the customer service software
- Interacts with customers regarding water related service issues

NON-ESSENTIAL/MARGINAL FUNCTIONS

- Other duties as assigned.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. 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 preferred with work in public administration, environmental sciences, or sanitary engineering.
- 5 years of increasingly responsible experience in water, wastewater, environmental services, or utility operations and maintenance preferred.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Strong interpersonal and problem-solving abilities.
- Strong communication skills, both written and oral.
- Strong computer and software skills (Microsoft Office Suite and Microsoft Project).
- Knowledge of EPA and State of Indiana water regulations.
- Strong operations background with specific technical knowledge of water systems.
- Strong analytical skills.
- Team Player.
- Self-reliant and able to lead change.
- Ability to be self-motivated and work with very little direction and oversight.
- Leadership skills.
- Operational knowledge of electrical, mechanical, pumps principals, and related equipment.
- Ability to read and understand operational manuals and technical materials.
- Must be physically capable of performing the position duties and working in adverse weather conditions.
- Must perform all job functions with honesty and professionalism.
- Must interact with coworkers fairly and with impartiality.
- Must have excellent communication skills to be able to communicate with vendors and City of South Bend accounting department.
- Must be able to plan and direct the work of others.
- Must be able to document personnel records.
- Must be able to read, write, and interpret O & M manuals.
- Must be able to work around open and unprotected water.
- Must be able to climb elevated storage tower.
- Must have knowledge of operation, repair and maintenance of water system equipment
- Must interact with coworkers and public with tact and diplomacy.
- Must wear steel toed boots and winter wear as well as approved safety equipment as needed
- 24 hour on-call for emergencies

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid driver's license required.
- Must have or receive as soon as practicable, a State of Indiana Distribution System – Large certification. Certification will need to be maintained for as long as employment with the City of South Bend is desired. Other certifications may be required as the demands of the department evolve.

EQUIPMENT

Vehicle, computer, telephone, copier, small and large hand tools, electronic trouble shooting and calibration equipment, various safety equipment, valves, motors, pumps, and various other process control and maintenance equipment.

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 frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands and fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a standard office setting and in the field. Some exposure to noise, dust, grease, smoke, fumes, noxious odors, gases, and all types of weather and temperature conditions. The employee will work and/or walk on various types of surfaces including slippery or uneven surfaces and rough terrain. Work environment is both formal and informal, team oriented, having variable tasks, pace, and pressure.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions can be submitted online at www.southbendin.gov/jobs or at the application kiosks: 12th floor of the County-City Building (227 W. Jefferson Blvd.); Martin Luther King Jr. Recreation Center (1522 W. Linden); or O'Brien Fitness Center (321 E. Walter St.).

Pre-Employment Drug Screen Required