

## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Field Services Manager
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### GENERAL PURPOSE

Under administrative direction, plans, organizes and directs the work of crews and personnel involved in the installation, construction, maintenance and repair of physical facilities, water mains, services and related appurtenances associated with a large potable and reclaimed water distribution system; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

This is a management classification responsible for planning, organizing, reviewing, evaluating, coordinating, and supervising staff responsible for maintenance and repair activities related to the District's underground distribution systems. Incumbents are responsible for performing diverse, specialized and complex work involving significant accountability and decision-making responsibilities, which include developing and implementing policies and procedures for assigned programs, supervising and coordinating staff, and directing day-to-day activities. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Maintenance. Exercises direct supervision over supervisory, professional, and technical staff through subordinate levels of supervision.

### TYPICAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Plans, organizes, supervises, trains and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies and labor contract provisions; identifies best-of-class work practices among assigned staff and assures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's Strategic and Operational Plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Inspects operations and projects to confirm conformance with specifications and objectives.
- Prepares or directs the preparation of a wide variety of studies and reports related to the District's distribution system needs and develops specific proposals and work plans to meet them.
- Participates in the analysis of trends, such as population and industrial growth, and the development of strategies and work plans to meet and serve expanding community needs.
- Coordinates the work of the division with other departments, divisions, agencies, contractors and individuals.
- Analyzes maintenance and operating costs and takes necessary action to ensure efficient operation of the division.
- Evaluates equipment and materials used in the division and recommends changes and/or additions, as required.
- Develops recommendations to improve water delivery and the maintenance and repair of District buildings and grounds.
- Ensures compliance of unit work to pertinent codes, regulations and guidelines.
- Provides technical assistance to staff.
- Proposes safety requirements to be followed in the maintenance and repair of the water and recycled water distribution system.

- Ensures staff observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.
- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

**REQUIRED QUALIFICATIONS**

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.

- Principles and practices of budget preparation and administration.
- Principles and practices of public administration as they pertain to a municipal utility.
- Theories, principles, techniques and equipment used in the maintenance and repair of water mains, services and related appurtenances.
- Principles, practices, methods and equipment used in the maintenance and repair of buildings, grounds and related facilities.
- Understand, interpret, explain and apply District, local, state and federal laws and regulations applicable to areas of responsibility.
- Establish and maintain effective working relationships with District managers, staff, contractors, consultants, vendors and others encountered in the course of work.
- District personnel rules, policies and labor contract provisions.
- Office and records management practices and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving.
- The Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Field Services Division.
- Prepare, administer and monitor a division/department budget.

- Manage and direct a water and recycled water distribution system maintenance program.
- Plan, assign, direct and coordinate a variety of functional specialties with overlapping work areas.
- Analyze complex operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department.
- Develop and deploy strategic plan elements and key performance measures consistent with District goals.
- Develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole.
- Track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Four (4) years of supervisory or administrative experience in the construction, maintenance, and repair of a water distribution system.

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade. An Associate degree from an accredited college or university is preferred.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

When performing duties in an office environment, must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; ability to stand and walk between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information.

When performing field inspection duties, must possess mobility to work in changing site conditions; possess the strength, stamina, and mobility to perform light to medium physical work; to sit, stand, and walk on level, uneven, or slippery surfaces; to reach, twist, turn, kneel, and bend; and to operate a motor vehicle and visit various District sites; vision to inspect site conditions and work in progress; color vision to differentiate Underground Service Alert color codes. The job involves fieldwork requiring frequent walking in operational areas to identify problems or hazards, with exposure to hazardous materials in some site locations. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds, or heavier weights, with the use of proper equipment and/or assistance from other staff.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, exposure to vermin, insects, and parasites, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Field Services Manager  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed and fully understand the job description for Field Services Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_