



THE METROPOLITAN WATER DISTRICT
OF SOUTHERN CALIFORNIA

TECHNICAL WRITING TEAM MANAGER

Group-Section: Business Technology Group – Business Services Section	FLSA Status: Exempt Bargaining Unit: MAPA	Salary Grade: 058 Job #: TM054
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JOB SUMMARY

Responsible for managing and supervising the central technical documentation service that develops and updates District on-line and hard copy business and technical documentation, policies, procedures and other information delivery products.

OVERSIGHT

Receives direction from the Document Services Unit Manager. Manages and supervises a staff of professionals, technicians, paraprofessionals and administrative support.

JOB DUTIES

1. Manages and plans the development of District information delivery products such as field operation manuals, administrative and technical policies and procedures, technical reports, and the monthly Board Packet.
2. Facilitates, participates in, and directs the technical writing process that includes researching; defining the audience, scope of work, timeline, and method of delivery; writing drafts; coordinating the review process and managing distribution and change control.
3. Reviews technical documents for content and user requirements; thoroughness, and adherence to quality standards. Provides final review and approval of the published documents, and resolves complex technical writing issues. Provides training Board Letter editing and formatting.
4. Oversees the prioritization and master scheduling of technical writing projects in consultation with clients; monitors progress; and initiates strategies to stay on schedule.
5. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment. Assesses employees' competencies, conducts training and develops training plans and job aids.
6. Develops documentation and team goals, long and intermediate term strategies, and priorities; develops a business plan that ensures the accomplishment of the team goals; tracks team goals and objectives; analyzes team activities and prepares reports; develops and monitors team budget; evaluates resource needs and prepares staffing and consulting requests; reviews and approves time, reimbursement requests and purchases.
7. Writes and directs the preparation of project, status and summary reports; and makes presentations for management, advisory committees or other interested or involved parties.

8. Develops team methods and procedures; reviews and develops procedures for quality assurance/quality control.
9. Conducts assessments of operation and makes recommendations to improve cost efficiency, timely delivery of products and effectiveness; leads reengineering efforts; stays current with changing information delivery technologies and external business practices and considers their possible use at Metropolitan.
10. Performs other duties as required.

EMPLOYMENT STANDARDS

MINIMUM QUALIFICATIONS

Education and Experience: A bachelor's degree from an accredited college or university and eight years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory or lead capacity; or an advanced degree from an accredited college or university and six years of increasingly responsible relevant experience, of which two years must have been in a project management, supervisory, or lead capacity.

Required Knowledge of: Advanced technical writing and information delivery techniques, technology and strategies; formats and delivery systems appropriate to policies, procedures and technical information; management/supervisory concepts and techniques; budgetary practices, concepts and procedures; relevant federal, state and local laws; negotiation techniques; project management; contract administration; specialized document technologies such as usability, information mapping and single sourcing; trends and emerging technologies of technical writing.

Required Skills and Abilities to: Manage a diverse work force; plan, organize and review the work of team members; facilitate teamwork; mentor, develop and motivate staff; exercise judgment and discretion; effectively analyze issues and problems; communicate orally and in writing on administrative and technical topics; represent District to public agencies, technical organizations, and members of the public; establish and maintain collaborative working relationships with all levels within the organization; use software applications relevant to this technical documentation environment; use standard business applications; effectively and efficiently manage an organization-wide technical documentation service; effectively employ current on-line technology and integrate with District's information technology system.

CERTIFICATES, LICENSES AND REGISTRATIONS REQUIREMENTS

Certificates

- None

Licenses

- Valid California Class C Driver License

Registrations

- None

Job Title: Technical Writing Team Manager

Job Code: TM054

Adopted: 04/07/05

Revised: 02/14/17

Supersedes: 04/01/12

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DESIRABLE QUALIFICATIONS

None

PHYSICAL DEMANDS/WORK ENVIRONMENT

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. May travel to various sites requiring overnight stay.

Vision Requirements: No special vision requirements