



THE METROPOLITAN WATER DISTRICT  
OF SOUTHERN CALIFORNIA

## OPERATIONS COMPLIANCE TEAM MANAGER

<b>Group-Section:</b> Water System Operations – Water Quality	<b>FLSA Status:</b> Exempt <b>Bargaining Unit:</b> MAPA	<b>Salary Grade:</b> 066 <b>Job #:</b> TM036
---	--	---

### JOB SUMMARY

The Water Quality Operations Compliance Team Manager is responsible for managing and supervising technical and support activities to ensure production and distribution of safe water for the public while meeting regulations and customer satisfaction. Areas of responsibility include distribution system water quality, Member Agency water quality customer support, regulatory compliance and California Department of Public Health (CDPH) coordination, Water Quality Emergency Response coordination; collection of required distribution system water samples; and proactive training on water quality and regulatory compliance requirements.

### OVERSIGHT

Receives direction from the Unit Manager. Manages and supervises a staff of professionals, technicians, and skilled craft workers.

### JOB DUTIES

1. Manages the water quality aspects of water treatment and distribution systems to ensure regulatory compliance and to optimize existing treatment and distribution processes; manages the technical customer service program including emergency response technical assistance and training; functions as the liaison between water quality and other units, outside regulatory agencies, and member agencies as it relates to operational activities that may affect water quality or compliance with regulations.
2. Responds to and resolves water quality problems and emergencies affecting public health at all facilities including source water reservoirs, desert community water systems, all treatment plants and the distribution system and reservoirs to sustain safe and efficient operations; makes operational decisions that effect water quality and interfaces with CDPH representatives as required.
3. Manages the CDPH water supply permit and compliance reporting activities relating to treatment plants, desert community water systems, and the distribution system. Manages the regulatory compliance water sample collection and field water quality analysis activities.
4. Supervises staff including selection, assignment and monitoring of work, coaching, counseling and performance assessment; reviews work for thoroughness, adherence to water quality standards and accuracy of results.
5. Assesses employees' competencies and develops training plans; discusses future professional development with staff; provides water quality response training both routine and in preparation for emergency response to natural disasters and contaminant threats.

6. Provides general administration of the team including establishing and tracking 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. Acts as a project manager on water quality problems, concerns and issues. Meets with other team and unit managers and Water System Operations staff to evaluate and coordinate projects.
8. Provides customer service, technical assistance and training to member agencies.
9. Manages and directs the preparation of regulatory compliance reports, project reports, manages data, and makes presentations for a project advisory committee or other interested or involved parties.
10. Assists in developing team and unit policies, methods and procedures; reviews and makes recommendations regarding the development of Quality Assurance/Quality Control procedures, project milestones, presentation, and records management.
11. Represents Unit Manager in his/her absence as appointed by the Section or Group Manager.
12. Provides emergency on-call management support and responds to District facilities outside of normal business hours.
13. Performs other related duties as required.

## **EMPLOYMENT STANDARDS**

### **MINIMUM QUALIFICATIONS**

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

**Required Knowledge of:** Supervisory methods and techniques; team building; principles of civil and environmental engineering; current and proposed state and federal drinking water treatment regulations; standard and advanced water treatment processes; distribution system water quality, operation, and problem resolution; project management; source water quality issues; administrative practices; safety regulations; reporting and public notification requirements.

**Required Skills and Abilities to:** Edit and review technical reports; review and understand design drawings; interpret and analyze summarized scientific data; identify practical applications in the area of process engineering; determine training needs; exercise judgment and discretion; operate computer equipment and use a variety of computer software packages to include but not limited to word processing and spreadsheets; encourage and facilitate cooperation; communicate effectively both orally and in writing on administrative and technical topics with both scientific and non-technical audiences; represent district to public agencies, regulatory bodies, special interest groups and members of the public; establish and maintain effective working relationships with coworkers, other agencies, regulatory agencies and the public.

## **CERTIFICATES, LICENSES and REGISTRATIONS REQUIREMENTS**

### **Certificates**

- California Department of Public Health Grade T3 Water Treatment Operator Certification, or
- License in good standing as a California Professional Engineer and a California Department of Public Health Grade T2 Water Treatment Operator Certification

### **Licenses**

- Valid California Class C Driver License

### **Registrations**

### **DESIRABLE QUALIFICATIONS**

California Department of Public Health Grade T5 Water Treatment Operator Certification

### **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