UTILITIES MANAGER

POSITION SUMMARY

This position is responsible for coordinating, directing, facilitating, and managing operation and maintenance activities in the Utilities Division of the Public Works Department. Work is performed under the general direction of the Public Works Director and with consultation of the Operations Manager and Solid Waste Manager. Utilities Manager may act on behalf of the Public Works Director in his absence. Responsibilities include the City's Water Distribution, Wastewater Collection, Stormwater Collection, and Water Reclamation Facility systems.

RESPONSIBILITIES

Essential Duties:

- Manages the Utility Division staff through hierarchical personnel. Work tasks include: a) making hiring and firing recommendations, b) providing technical advice and guidance, c) monitoring employee performance and safety, and d) evaluating team performance through the use of Key Performance Indicators (KPI's).
- Oversee the planning, organizing, and implementation of operations and maintenance activities for the water distribution system, sanitary sewer collection system, storm water system, and water reclamation facility.
- Attends and participates in meetings at various levels to promote or seek input on proposed programs and needs. May represent the Public Works department and make presentations regarding operational activities at various meetings.
- Responds to public concerns and questions regarding assigned divisions.
- Ensure that all citizen and internal complaints regarding Operations are handled in an efficient and appropriate manner.
- Participates in planning of City infrastructure projects and monitoring projects as necessary. Coordinates, monitors, and evaluates, the maintenance and operation of assigned Public Works facilities.
- Advise and make recommendations to the Public Works Director regarding the proper and efficient operation of the Water, Sewer, Storm, and Water Reclamation Facility including cost and operational analysis, required levels of employees' equipment and material, development of performance standards, and the establishment of divisional goals and objectives.
- Ensures that work is performed according to City specifications and standards.
- Prepares weekly and monthly operations, maintenance, and repair summary reports.
- Ensures that stormwater, water distribution, wastewater collection, and water reclamation systems are compliant with local, state, and federal regulations.
- Prepare, review and recommend specifications for bids relating to tools, materials, and equipment to include solicitation of quotations from vendors.
- Submits properly coded invoices to Public Works Director.
- Prepares and submits yearly operational budgets and Capital Improvement Projects to the Public Works Director.
- Performs other duties and functions as necessary.

UTILITIES MANAGER

Knowledge, Skills, and Abilities:

- Knowledge of methods, materials, tools, and equipment used in installation, operations, construction, and maintenance of Potable Water, Sanitary Sewer, Storm Water and Water Reclamation Facilities.
- Knowledge of supervisory principles including interviewing, training and performance management, and theory of evaluating work units through the use of KPI's.
- Knowledge of GIS (Geographic Information System), SCADA (Supervisory Control and Data Acquisition) systems and water meter interface fixed base systems.
- Knowledge of utility billing procedures and policies.
- Have an advanced skill level as it pertains to customer service.
- Knowledge of applicable hazards and safety practices.
- Ability to prepare clear, accurate, and concise reports and memorandums.
- Ability to maintain accurate files and records.
- Ability to diagnose and repair inoperative department systems.
- Ability to read and comprehend maps, diagrams, engineering plans and specifications.
- Ability to determine City geography and street locations.
- Knowledge of environmental standards and compliance requirements in the Clean Water Act (both Municipal Wastewater, Bio-solids, and NPDES Stormwater and Pretreatment regulations) and the Safe Drinking Water Act.
- Knowledge of Local, State, and Federal laws, codes, regulations and permits including state and federal mandates affecting the operation of a wastewater treatment facility, the discharge of treated wastewaters, safety regulations concerning industrial environments and hazardous materials, and permit requirements
- Knowledge of water and wastewater treatment biology and chemical and bacteriological testing.
- Ability to articulate effectively with verbal and written communication.
- Knowledge and ability to use computer and software relating to Public Works Management.

RELATIONSHIPS

Leadership/Supervisory Responsibilities:

- Manager of the Utilities Division, has human resource responsibilities for direct reports.
- Organizes, directs, facilitates, and evaluates the work activities and development of staff through hierarchical personnel.
- Makes disciplinary and hiring recommendations.
- Works under the general supervision of the Public Works Director.

SKILLS

Education and Experience:

- A Bachelor's Degree in Biology, Chemistry, Microbiology, Environmental Science, Engineering, or related field.

- Five to seven years increasingly responsible experience in the operations and maintenance of water utilities, including at least two years in a professional supervisory capacity.
- Or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the position.

Special Requirements:

- Valid North Dakota Driver's License
- Preferred Certifications
  - Water Distribution Class III Certification
  - Wastewater Collection Class III Certification
  - Wastewater Treatment Class IV Certification

WORKING CONDITIONS

Environment:

- Work involves occasional heavy physical effort and exertion of various kinds with occasional exposure to unpleasant elements, such as loud noises, dirt, extreme temperatures, chemicals, fumes, gases, dust, smoke, etc. Movement may be restrained or confined. Hazards or the risk of injury are generally protected against and predictable.
- Positions in this class typically require: climbing, balancing, stooping, kneeling, reaching, standing, walking, driving, lifting, grasping, talking, hearing and seeing.
- May work evenings, weekends and holidays; occasionally in all weather conditions; under hazardous conditions; on congested roadways, obstructed roads, high structures; around operating equipment; in a noisy environment; with chemicals; and with the physical ability and stamina to perform strenuous physical work; exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force constantly to move objects.
- Work requires the use of personal protective devices such as masks, goggles, gloves, etc.

Classification: Grade 19 (PW-19)
FLSA: Exempt
Created: 01/09/2019
Approved by City Commission: 02/05/2019
Updated: 12/10/2020 by Director Zuroff and HR Nameniuk, 9/2021 By Director Zuroff and HR Nameniuk, CA Winningham. Classification updated by HR Torgerson to align with the new pay scale, effective June 23, 2025.