

CITY OF DAWSONVILLE

Utilities Operations Manager



UT/2
Non-Exempt
505 Enterprise

JOB SUMMARY

The Utilities Operations Manager supports the Utilities Director in planning, directing, and managing all activities related to the City's water, sanitary sewer, stormwater, and watershed systems. In the absence of the Utilities Director, this position provides overall leadership and strategic direction for Water and Wastewater Treatment, Distribution and Collections, Finance and Administration, Engineering and Construction Services, and Environmental Compliance and Permitting.

MAJOR DUTIES

Department Operations and Leadership

- Organizes, schedules, and oversees daily work for the Utilities Department.
- Participates in interviewing and hiring and evaluates the performance of assigned staff.
- Provides clear direction, coaching, and feedback to employees.
- Assists in the development and administration of the departmental budget; monitors expenditures for compliance with City policy.
- Assists in setting departmental goals and objectives and monitors performance against those goals.
- Keeps the Utilities Director informed of departmental operations, trends, risks, and opportunities.

Operational Management

- Plans, directs, and oversees work of personnel engaged in water and wastewater treatment, distribution and collections, finance and administration, engineering and construction services, and environmental compliance and permitting.
- Ensures timely and accurate completion of all required state, local, and district reports, including all regulatory reporting, permit requirements, sampling schedules, and mandated programs.
- Ensures adequate water supply and delivery of water that meets all quality standards.
- Ensures scheduled maintenance and calibration of all water and wastewater treatment equipment is performed on the appropriate schedule.
- Leads and performs customer service activities, including responding to customer inquiries and complaints.
- Participates in the installation, construction, maintenance, and repair of water mains, pump stations, service lines, valves, regulators, taps, and other utility components.
- Performs emergency repairs after normal working hours and participates in the on-call rotation.

Planning, Capital Improvements, and Finance

- In the absence of the Utilities Director, directs the development of the annual revenue forecast and departmental budget; approves expenditures, requisitions, purchase orders, and invoices as authorized.
- In the absence of the Utilities Director, leads the development of long- and short-range plans for water and sewer system improvements and expansions.
- Directs the development and implementation of the five-year Capital Improvement Program and associated financing plan, as well as project plans and specifications.

- Meets with developers, engineers, and other stakeholders to review and coordinate water and sewer plans.

Intergovernmental and External Relations

- Coordinates with the Georgia Department of Transportation, City of Dawsonville Public Works, and Dawson County departments to align road improvements and construction with utility line relocations and new water and wastewater facilities.
- Represents the City's interests with regional, state, and national organizations, committees, and stakeholder groups that influence policies and regulations affecting water, sanitary sewer, stormwater, and watershed systems.
- Attends City Council meetings and other meetings as requested to present information and provide departmental updates.

General

- Investigates and resolves complex public complaints and service requests.
- Communicates department strengths, weaknesses, opportunities, and threats to the Utilities Director in a timely manner.
- Responds to emergency situations and may be recalled to duty during weather events, system failures, or other emergencies.
- Performs other related duties as assigned.

KNOWLEDGE SKILLS AND ABILITIES REQUIRED BY THE POSITION

Knowledge of:

- Water and wastewater treatment operations, including processes, equipment, and laboratory/testing procedures.
- Distribution and collection systems, including pumping, storage, and transmission.
- Sewage collection, stormwater, and watershed operations, including non-point source pollution issues.
- Construction methods, tools, and equipment related to utility infrastructure.
- Municipal budgeting procedures and multi-fund financial operations.
- Professional environmental service practices and current federal and state regulations related to water resources management.

Skill in:

- Planning, organizing, and managing multiple projects and activities.
- Supervising, developing, and motivating staff.
- Preparing and administering contracts and professional services agreements.
- Preparing requests for qualifications (RFQs), requests for proposals (RFPs), and evaluating proposals.
- Communicating clearly and effectively, both orally and in writing.
- Building and maintaining effective working relationships with employees, contractors, utility companies, elected and appointed officials, and the public.

Ability to:

- Plan, direct, and manage diverse but related operational and administrative functions.
- Analyze problems, evaluate alternatives, and make sound decisions.
- Interpret and apply laws, regulations, policies, and guidelines.
- Represent the department and City in a professional manner in public meetings and with outside organizations.

SUPERVISORY CONTROLS

The Utilities Operations Manager works under the general supervision of the Utilities Director. The City Manager oversees the Utilities Director and the overall Utilities Department. Work is assigned in terms of departmental goals and objectives and is reviewed through reports, meetings, and observation of results.

GUIDELINES

Work is performed in accordance with the City Charter, Code of Ordinances, City policies and procedures, state and federal law, and applicable regulatory guidelines (including EPD, U.S. Army Corps of Engineers, and FEMA). The position exercises judgment in interpreting and applying these guidelines and assists in developing department-specific procedures.

COMPLEXITY/SCOPE OF WORK

- The work requires managing a wide range of activities, including budgeting, personnel management, utility operations, capital projects, and regulatory compliance.
- The position requires both office work and field work, including supervision of staff and response to weather-related and other emergencies to support safe and reliable utility services.

CONTACTS

- Contacts are with co-workers, other City departments, Dawson County and state agencies, builders, developers, engineers, architects, elected and appointed officials, property owners, and the general public.
- Contacts are made to coordinate services, exchange information, resolve problems, and negotiate and justify decisions.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- Work is typically performed in an office setting and outdoors. Duties may require sitting, standing, walking, bending, crouching, or stooping; occasional lifting of light and heavy objects; climbing ladders; distinguishing between shades of color; and using the sense of smell.
- Field work may involve exposure to noise, dust, dirt, grease, moving machinery, infectious diseases, and irritating chemicals. Personal protective equipment such as masks, goggles, and gloves is required as appropriate.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

The Utilities Operations Manager supervises assigned Utilities Department staff and assists the Utilities Director in planning and overseeing department activities.

MINIMUM QUALIFICATIONS

- High school diploma or GED required.
- Five (5) years of progressively responsible experience in water and wastewater utility operations.
- Proficiency with office software, including Microsoft Word and Excel.
- Strong written and oral communication skills.
- Demonstrated ability to coordinate multiple projects and work with multiple contractors and team members.
- Any equivalent combination of education and experience that provides the required knowledge, skills, and abilities.

LICENSE AND CERTIFICATIONS

- Valid Class C driver's license and satisfactory Motor Vehicle Record (MVR).
- Class 3 Water Operator license preferred.
- Class 3 Wastewater Operator license preferred.
- Commercial Driver's License (CDL) desirable.

SALARY RANGE

- Based on level of qualifications and experience.
- Comprehensive benefits package includes health insurance, paid leave, retirement plan, and professional development opportunities.