



CLASS TITLE | UTILITY SYSTEM OPERATIONS MANAGER

PAY GRADE: EX-44 | www.cityoftulsa.org/pay

Class Code: 1098

Effective Date : 03/08/2023

PURPOSE OF THE CLASSIFICATION: Under direction performs responsible supervisory work and assists in the administration and operation of the City water distribution, wastewater and stormwater collection systems and water services for customers of the City's Public Utilities; and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages, directs, plans, coordinates, and assigns the work of staff ensuring staff is trained; conducting performance evaluations; ensuring that employees follow policies and procedures; and, making hiring, termination, and disciplinary recommendations
- Oversees and supervises water/wastewater supply, collection and distribution operations and/or systems support including water service which may include: the review, meter reading, installation, inspection, operation, testing, calibration, maintenance and/or repair of water/wastewater systems, facilities and equipment; water storage, transmission and treatment and turnkey operations
- Administers, supervises and coordinates environmental protection land application projects; data management systems maintenance and support; land/water use fee collections; and/or metering operations, construction, billing and on-site credit collections
- Plans and coordinates projects and activities; reviews and interprets engineering plans; evaluates compliance with design standards and regulatory requirements
- Provides input to the design, construction and maintenance requirements of facilities and systems
- Conducts field inspections and reviews work quality, processes, and safety; investigates complaints or issues
- Evaluates and implements changes to improve productivity, safety and operational efficiencies
- Communicates with outside agencies and the public regarding services, programs and projects
- Investigates complaints or issues; evaluates and implements changes to improve productivity, safety and operational efficiencies
- Reviews federal and state mandates impacting the City's water/wastewater system to identify necessary operational changes and to track trends for future planning and consults with contractors, regulatory agencies and entities to assure compliance with laws, regulations and guidelines
- Assists with budget preparation
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

1. (a) Completion of 120 hours from an accredited college or university; **and**
(b) Five (5) years' experience in a field relevant to the essential tasks listed in this job description; **or**,
2. (a) Completion of sixty hours from an accredited college or university; **and**,
(b) Seven (7) years of experience in a field relevant to the essential tasks listed in this job description.

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of the methods, practices, and techniques of the construction, maintenance and repair to the City's water, wastewater and stormwater systems



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- Considerable knowledge of the operation methods of heavy construction equipment and machinery used in the installation, maintenance and repair of municipal utility systems
- Good knowledge of the operating principles of electrical and mechanical pumping equipment; good knowledge of the materials used in municipal utility systems
- Good knowledge of the principles of customer service
- Good knowledge of data processing capabilities and applications
- Some knowledge of industrial engineering principles and practices

Ability to:

- Ability to work from engineering plans and specifications
- Ability to maintain accurate records and to prepare detailed reports
- Ability to determine by inspection the quality of materials and to evaluate work being performed
- Ability to utilize the highest level of interpersonal skill in order to understand, select, develop and motivate people at any level within or outside the organization

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting and pulling up to 60 pounds; occasional carrying and pushing up to 10 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, feeling, climbing, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

1. Possession of a valid Oklahoma Class "D" Driver License; and,
2. The employee must show positive intent to obtain the appropriate valid Oklahoma Class "B" Water/Wastewater License as issued by the Department of Environmental Quality (DEQ) within two (2) months from hire date and must obtain the license within eighteen (18) months from hire date; **and,**
3. Some positions within this classification require possession of a valid Class "A" Water or Wastewater License as issued by the Department of Environmental Quality (DEQ)
4. Some positions within this classification may require registration as a Professional Engineer in the State of Oklahoma.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and requires some travel to various locations to make inspections of work.

Group: Labor and Trades

Series: Labor and Trades Supervisor