

# OPERATIONS MANAGER

Technology and Business Systems

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## Unique Opportunity

The City of Austin is seeking a highly qualified individual to fill an Austin Water (AW) Operations Manager position. This Manager will report to the Assistant Director of Operations and will be responsible for one of seven operational areas. The Operations Manager in this role is intended to facilitate improved functionality, reporting ratios, and organizational support within the operational area of focus.

## The City

This vibrant and dynamic city tops numerous lists for business, entertainment and quality of life. One of the country's most popular, high-profile "green" and culturally dynamic cities, Austin was selected as the "Best City for the Next Decade" (Kiplinger), the "Top Creative Center" in the US (Entrepreneur.com) and is #1 on the "On Numbers Economic Index" as the fastest growing economy.

Austin continues to lead the country with its vision of being the "Most livable City in the country," emerging as a player on the international scene with such events as SXSW, Austin City Limits, Formula 1 and being home to companies such as Apple, Samsung, Dell and Seton Healthcare. From the home of state government and the University of Texas, to the "Live Music Capital of the World" and its growth as a film center, Austin has gained worldwide attention as a hub for education, business, health and sustainability.

The City offers a wide range of events, from music concerts, food festivals and sports competitions to museum displays, exhibits and family fun. Austin is also home to a wonderful ballet, world-class museums, one-of-a-kind shopping, and beautiful outdoor spaces. You can just as easily spend your morning paddling the lake as you can strolling through a celebrated history museum.

Located at the edge of the Texas Hill Country -- rolling terrain of limestone bluffs, springs, rivers and lakes -- Austin's climate is ideal for year-round jogging, cycling, hiking on the City's many trails or swimming at Barton Springs or one of the area's many other swimming holes. There are a number of excellent golf courses in the area as well as excellent opportunities for rowing, kayaking, canoeing, camping, rock climbing, disk golf, mountain biking, fishing and more. Austin has something for everyone.

## City Government

The City of Austin is a progressive, dynamic, full-service municipal organization operating under the City-Manager form of government. The Austin City Council City has a 10-1 structure whereby the Council is elected from 10 single member districts, with the Mayor at large. The Mayor and Council Members may serve in their respective seats for a maximum of six years or two consecutive terms.

The City Council appoints the City Manager who is the chief administrative and executive officer of the City. The City Council and City Manager are committed to their mission of delivering the highest quality services in the most cost-effective manner. The City Manager's resolve is to make it the most livable and best-managed city in the country.

To learn more about the electrifying City of Austin go to: [www.austintexas.gov](http://www.austintexas.gov)

Austin Water is owned and operated by the City of Austin, Texas. Every day, Austin Water provides clean, reliable water services for resident, commercial, industrial and public use, and has been doing so for more than a century. Austin Water consistently ranks among the best in the country when it comes to water quality. We also treat, return and recycle wastewater in ways that protect our environmental resource. We far exceed federal and state requirements for clean water and environmental compliance at all of our water and wastewater treatment plants.

Austin Water supplies water to over one million customers within and outside the corporate city limits of Austin, as well as two near-by communities, one water control and improvement district, five water supply corporations, seven municipal utility districts, and three private utilities.

## Mission

To provide safe, reliable, high quality, sustainable and affordable water services to our customers so that all community needs for water are met.

## The Position

### AW Operations Manager – Technology and Business Systems

Under nominal direction of the Assistant Director, this position will provide management and administration support to Pipeline Operations internal and external customers in order to allow functional areas to operate, maintain and repair infrastructure in the delivery of water and collection of wastewater. This position may service in the acting capacity of the Assistant Director of Operations.

This Operations Manager will help to further develop a bridge between Pipeline Operations and the Treatment Operations Areas of Austin Water. With the assistance of other Program Areas such as Engineering, IT and Support Services, they will create a centralized field operations, monitoring/control center by combining the efforts of SCADA/Distribution and Collection, Emergency Operations and Dispatching. This role will champion technology and operations through project management, asset management, human capital and facility planning and strategic customer service initiatives such as Advanced Metering Infrastructure (AMI).

### Core Services

Overall asset management systems, materials management functions, Equipment/Technology and SCBA service shops, water loss program management, safety support, emergency notification for One Calls, Right of Way Management, Permits, and Traffic Control, Records Management, General Administrative oversight, records management and Customer Service support and Emergency Operations Dispatch Center.

**Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following:**

1. Determines divisional needs, develops, executes, and evaluates strategic short-range and long- range plans including three to five year forecasting for a variety of projects, programs, and division activities. Reviews, prepares, consolidates and monitors division-wide budgets.
2. Coordinates activities within the division, between Austin Water Utility, City departments, and with outside consultants, engineers, associations, regulatory agencies, neighborhood associations, and general public.
3. Interprets, explains, and ensures compliance with applicable policies, procedures, ordinances and federal/state regulations.
4. Evaluates programs for effectiveness and accomplishment of goals.
5. Develops/reviews, revises and approves procedures and specifications for plant, field or laboratory operations, equipment and technical instrumentation; analytical testing procedures, quality control programs, safety programs, and training programs.
6. Facilitates, conducts, attends meetings and represents the division on behalf of the Assistant Director, department and City.
7. Provides technical advice and assistance to internal and external customers.

## AW Operations – Functional/Operational Areas of Focus

**The AW Operations Manager – Technology and Business Systems** is one of seven Operations Managers at Austin Water.

The other six positions are:

### **AW Operations Manager for Water Treatment Operations**

This position is responsible for the oversight and coordination of the water treatment facilities, centralized SCADA operations for Pumps Stations and Reservoirs Division, reviewing and responding to regulatory requirements including the scheduled comprehensive compliance investigations. This Operations Manager also is responsible for new facility startups and adapting and optimizing the control of the distribution system as well as integrating satellite water treatment facilities. This position takes an active role in the Asset Management process for the facilities to include implementation of reliability-centered maintenance, the CIP planning process, and coordination of construction and development activities for the water system.

### **AW Operations Manager for Wastewater Treatment Operations**

This position oversees and coordinates the wastewater treatment facilities, including package plants, lift station operations and maintenance, as well as reviews and responds to regulatory requirements including annual inspections. This position also is responsible for operations and maintenance of decentralized wastewater treatment facilities. This Operations Manager takes an active role in the Asset Management process for the facilities to include implementation of reliability-centered maintenance, the CIP planning process and coordination of construction and development activities.

### **AW Operations Manager for Treatment Operations Support Services**

This position is responsible for Treatment Systems Support, Instrumentation and Control Maintenance and Electrical Maintenance Divisions. Each of these areas provides a service to the water and wastewater operations groups critical to the operational success in both regulatory and daily operations. Services are also provided for other Utility divisions. The Treatment Systems Support handles the implementation of support for the computerized maintenance management system or asset management system, as well as materials management support. This is a key link to a successful maintenance management system and moving the program toward a reliability-centered maintenance program as opposed to traditional preventive and reactive maintenance.

### **AW Operations Manager for Pipeline Operations – Water**

This position manages program area divisions including inspection, repair, operation and maintenance of water distribution, meter services, and other aspects of pipeline operations and maintenance associated with safe delivery of potable water and reclaimed water. The Operations Manager manages the combined groups of Water Distribution Maintenance, Valve and Hydrants, and Meter Services.

## **AW Operations Manager for Pipeline Operations – Wastewater**

This position manages program area divisions including inspection, repair, operation and maintenance of wastewater collection systems, construction rehabilitation and other aspects of pipeline operations and maintenance associated with the proper wastewater collection systems and distribution of reclaimed water. The Operations Manager will manage the combined groups of Collection System Services, Collection System Maintenance, and Construction Rehabilitation Services.

## **AW Manager Engineer for Process Engineering and Lab Services**

This position manages program area division that provide engineering, operations, laboratory, and regulatory support to the water, wastewater, reclaimed water, and biosolids treatment facilities. These services include providing process optimization, process control through technical and engineering review and study during design, construction and startup of chemical, biological and physical removal technologies. Laboratory Services Division provides analytical services through sample collection, testing, quality assurance and reporting. This includes maintaining a National Environmental Laboratory Accreditation Conference certification.

## **THE IDEAL CANDIDATE**

The ideal candidate should be knowledgeable of local, state and federal water and wastewater utility regulations. This individual will have a thorough knowledge of public water and wastewater utility operations, including process optimization, regulatory compliance, budget development and controls, and utilizing performance measures to drive improvements. This leader will have substantial business acumen and a thorough understanding of the critical role played by the program areas in the business model of a public utility. Knowledge and experience in the occupational health and safety field is necessary. Advanced written and verbal communication skills are imperative for this position.

This seasoned leader will have skill in developing and maintaining cooperative and constructive relationships with both internal and external customers, as well as have the ability to be a positive and professional representative of the Utility to customers and the general public.

Other behaviors of the ideal candidate will include being a person of integrity who displays openness and honesty in all interactions, a leader who demonstrates fairness as well as strength. The candidate should be willing to question the status quo and traditional approaches, and be a force for constructive and positive change. The candidate will be a leader and manager who views problems from a broad perspective and emphasizes solutions that support strategic objectives and employs recognized best practices. In addition the ideal candidate should demonstrate a sincere interest in the development and success of others, and have the ability to address internal issues directly and forthrightly. Prior supervisory experience in a large, robust city/organization is highly desirable.

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## Education and Experience

Interested candidates must possess a Bachelor's degree from an accredited four-year college or university with major coursework in a relevant field of study plus seven (7) years of progressively responsible experience related to the activities of the division, four (4) years of which must be in a supervisory or management capacity.

Appropriate Class "A" Water/Wastewater license from the Texas Commission on Environmental Quality (TCEQ) or State of Texas Professional Engineers license (Civil, Environmental or Water Resources Engineering is preferred) is required, as well as a valid Texas Class C Driver license at the time of hire.

Out of state applicants must have equivalent licensure or demonstrate the ability to obtain the appropriate license within six (6) months.

## COMPENSATION AND BENEFITS

**Salary** - The salary range for the AW Operations Manager position is \$91,832 to \$121,368. Starting salary will be determined based on the qualifications and experience of the candidate selected.

**Other Benefits** - Austin Water offers limited relocation assistance and an excellent comprehensive benefits package which includes a defined benefit pension plan, health, dental, vacation, holidays, sick leave, parental leave and Healthy Connections, our very vibrant wellness program.

## APPLICATION AND SELECTION PROCEDURE

**Deadline to apply:** Thursday, December 21, 2017.

To be considered for this exceptional opportunity, please complete an online application at the following address: [www.austincityjobs.org](http://www.austincityjobs.org), Requisition #COA077382

**Selection Process:** Applications will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview. Austin Water anticipates making an appointment to the positions following final interviews and the completion of reference and background checks to be coordinated with the successful candidate.

For additional information or questions please contact:

**JoAnn Milano**

Human Resources Advisor - Employment

City of Austin | Austin Water, HRSD

512-972-0422 | 512-972-0419 fax

