

OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class performs a variety of supervisory, administrative and technical tasks directing and performing activities for the construction, maintenance, operation, repair and replacement of the City's water and sewer system. The work is performed under the general direction and reports to the Commissioner. Direct supervision is exercised over the department's Water and Sewer Foremen, Meter Foremen, Chief of Security, the mechanic's shop, building/facilities group, inventory, locations and dispatch.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Reports directly to the Commissioner and Deputy Commissioner to carry out directives on planned projects, goals, policies and procedures;
- Acts as an integral part of the Department management team that communicates all Department needs, ideas and strategies on a daily basis;
- Supervises City Water and Sewer Foremen with the management of daily operations ;
- Prepares and reviews a variety of reports and records involving personnel, budget, maintenance orders, payroll time records, leave requests, material and labor bills and other specialized records;
- Responds to emergency calls, assesses situations to determine and create a work plan, and when necessary, activate and organize an emergency contractor, communicate with Mayor, Commissioner and Deputy Commissioner directly keeping abreast as to status of all emergency situations;
- Evaluates and implements corrective actions as necessary to ensure conduct and performance of blue collar personnel conform to all City and Department rules, regulations and policies;
- Completes evaluations of blue collar personnel in accordance with Department policies;
- Reviews and determines disciplinary recommendations of subordinate personnel while communicating and maintaining a positive professional relationship with all employees on any issue that may occur;
- Responds to Water Department legal issues while working with the City of Albany Law Department, such as; attends depositions and contested unemployment hearings, prepare case reports and FOIL requests;
- Acts as the administrative contact for the Department's CDL drug and alcohol testing program;
- Contributes as an administrative representative of the Department in negotiations for blue collar union contract;
- Acts as administrator for access control software, Department Identification software, time and attendance and time accrual software;
- Participates in interviews for potential new hires and promotional positions;
- Responsible for training and implementation of all Department and OSHA safety regulations;

- Attends schools, conferences and other meetings to keep abreast of current trends in the field;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Comprehensive knowledge of leak detection, pipe locating and related diagnostic equipment;
- Comprehensive knowledge of personal computers and office equipment;
- Comprehensive knowledge of software applications relating to facilities and personnel management;
- Ability to supervise and coordinate the work of others;
- Ability to understand and follow complex oral and written directions;
- Ability to prepare a variety of reports;
- Good judgment;
- Reliability;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and ten (10) years of full-time, paid experience in the operation, maintenance and management of a municipal utility with five (5) years of which shall have included supervision.

SPECIAL NOTE:

A valid NYS Driver's License is required at the time of appointment and for the duration of employment.

Revised: 4/16/80
9/17/80
9/01
3/29/06