



POSITION DESCRIPTION

An Equal Opportunity Employer

Class Title:	Operations Manager	FLSA Status:	Exempt
Dept./Div.:	Utility Office	Civil Service Status:	Unclassified
Reports to:	Director of Utilities	Employment Status:	Full-time
EEO Status:	First/Mid Offs & Mgrs.	Normal Work Hours:	Day Shift
Employee Name:		DOT/O*Net Code:	

GENERAL DESCRIPTION:

Under general direction of the Director of Utilities this position provides leadership, guidance, and support to all utility departments (Communications Department, Electric Transmission and Distribution Department, Power Plant Department, Water Distribution, Water Supply and Treatment Departments, Utilities Engineering Department and the general office within Bryan Municipal Utilities) ensuring best practices are followed in the overall management of projects, environmental reporting and compliance and the implementation of policies and procedures in all utilities functions while maintaining financial and fiscal accountability. This position also assists the Director of Utilities in negotiating contracts, strategic planning, interpreting financial data, and assisting in budgetary process. Represents the Utilities as needed and assists as the liaison between Bryan Board of Public Affairs, City Departments, and the public.

POSITIONS DIRECTLY SUPERVISED:

Administrative Assistant, Account Clerk I, Account Clerk II, Account Clerk III, Communications Superintendent, Electric Distribution Superintendent, Engineering Supervisor, Human Resources Director, Power Production Superintendent, Water Superintendent

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:
Computers and general office equipment.

JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

1. Provides leadership, guidance, and support to ensure best practices are followed in the daily activities and in the planning and coordination of projects of Bryan Municipal Utilities.
2. Ensures departments carry out the required mandates of City ordinances and the policies of the Board of Public Affairs; assist as needed in the investigation of complaints in relation to matters concerning the administration of the government of the City regarding the utility service maintained by the City, and to supervise the daily operations to see that all franchises, permits, and privileges granted by the City are faithfully observed. Assures compliance with local, state, and federal requirements.
3. Assist the Director of Utilities in the review and preparation of annual budgets; responsible for ensuring the utility department expenditures are within the limitation of project budgets and the annual budget; supervise expenditures and the preparation of bid requests as needed. Develop, implement and manage utility infrastructure capital improvement projects.
4. Report regularly to the Director of Utilities concerning the status of projects, duties; update the Director of Utilities on the status and result of departmental operations and projects; represent the Utility department at meetings with other governmental units, agencies, commissions and associations; attend regular and special Board of Public Affairs meetings.
5. Analyze financial, technical, and billing data and identify issues and opportunities; assists the Director of Utilities in negotiating contracts, strategic planning process and interpreting financial data.
6. Assists with economic development. Becomes familiar with existing inventory of available buildings and business and residential development sites within the community. This will include both public and private buildings and land areas. Prepares grant proposals and applications, contracts and other necessary documents as may be required. Assists with negotiations and the management of professional service contracts, property sales or acquisition, and economic development-oriented negotiations.
7. Ensures performance standards are met for the operation of Electric, Water, Communication and Engineering



Departments; oversees each department in the selection, training and on-the-job development of personnel; assists in the evaluation of Utility department performance and recommends any appropriate changes to the Director of Utilities; supervises the coaching, training and development of employees, performs annual evaluations and takes disciplinary action when needed.

8. Effectively implement and ensure enforcement of Utility policies and procedures; assists in meeting short and long range plans for the utility and means of accomplishing these goals.
9. Effectively create and deliver various presentations (including PowerPoint) to the Board of Public Affairs, City Council and customers. Effectively convey complex utility information in lay terms in reports, memoranda and PowerPoint presentations. Assist customers with assessing and resolving utility related issues.
10. Establish and maintain effective working relationships with BMU staff, other City departments, the Board of Public Affairs, City Council, Mayor, regulatory agencies, consultants and customers. Responds to requests for information and meets commitments.
11. Conform with and abide by all written and non-written regulations, policies, work procedures and instructions; ensures conformance and conforms to all safety rules and ensures use of all appropriate safety equipment.
12. Serve as the signatory person for the Utility Department in the absence of the Director of Utilities.
13. In coordination with the Director of Utilities, serve in a rotational mandatory on-call status 24 hours a day, 7 days a week.
14. Undertake special projects at the request of the Director of Utilities.
15. Demonstrate regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as assigned (i.e., assist other City departments as needed; participate in required training as applicable; etc.).

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: (101) working knowledge of prudent utility practice; (104) advanced accounting; (105) municipal finance and budgeting; (106) working knowledge of cost of service principles and utility rates; (107) working knowledge of capital improvement planning and budgeting; (108) working knowledge of utility-related engineering, financial and legal practices; (111) purchasing; (122) interviewing; (210) Working knowledge of economic development; (250) Bryan Municipal Utilities goals and objectives*; (251) Bryan Municipal Utilities policies and procedures*; (252) government structure and process; (253) workplace safety practices and procedures; (254) Working knowledge of utility-related engineering, financial and legal practices; (260) Federal, state and local laws, rules and regulations affecting utilities (268) effective working knowledge of power production, electric transmission and distribution, water supply and treatment, water distribution and telecommunications systems; (280) energy conservation programs (307) utility construction, maintenance, and repair; (381) public relations; (421) English grammar and spelling; (422) records management; (471) labor relations; (472) employee training and development; (490) Principles of supervision and providing work direction and coordination for others; (494) public administration.

Skill in: (905) computer operation; (909) adding machine or calculator operation; (910) use of modern office equipment; (958) motor vehicle operation; (960) use or operation of Word, Excel, PowerPoint, databases, and e-mail software.

Ability to: (500) safeguard information of a sensitive or confidential information; (501) Plan, organize, coordinate and direct work; (608) deal with many variables and determine specific action; (609) recognize unusual or threatening conditions and take appropriate action; (610) apply management principles to solve utility problems; (611) define problems, collect data, establish facts, and draw valid conclusions and recommendations; (612) deal with nonverbal symbols in formulas, equations, or graphs; (614) ability to remain impartial and exercise independent judgment and discretion; (612) project management; (617) Estimate staff and equipment needs, costs of capital improvements, repairs, and maintenance work and prepare accurate budget estimates; (621) objectively evaluate the performance of others to an established performance standard; (633) calculate variety numbers, fractions, decimals, and percentages; (634) Analyze financial data; (635) Plan, develop and administer a complex budget and conduct utility rate studies (654) prepare accurate documentation; (655) Prepare clear, accurate and complete written reports; (670) clearly communicate in lay terms, verbally and written with clear, accurate, and organized thoughts; (683) conduct effective interviews; (685) train or instruct others; (706) understand a variety of written and/or verbal communications; (724) maintain records according to established procedures; (744) handle sensitive inquiries from and contacts with officials and general public; (745) develop and maintain effective working relationships; (746) resolve complaints; (810) leadership motivation, (811) courtesy and



patience, (812) compassion, empathy, and respect for the dignity of others, (830) demonstrated commitment to community service, (831) effectively deal with the public.

QUALIFICATIONS: An example of acceptable qualifications:

Minimum qualifications and requirements include five to seven years of experience in Project Management, Engineering, Construction Management, Business or similar area. A bachelor's degree is highly desirable and preferred. An associate degree, with broad knowledge in a general professional or technical field is acceptable or an equivalent combination of education, technical training and/or experience which provides the required knowledge, skills and abilities may be considered in lieu of a degree.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Valid state driver's license. Ohio EPA Water Certification preferred.

WORKING CONDITIONS:

Facility and Work Area:

The work is performed primarily in an office setting with usual office working conditions.

Physical and Environmental Characteristics:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is primarily an office position with employees working in a controlled office environment with employee occasionally visiting field work projects.

The employee:

- Is required to distinguish letters, numbers and symbols. Frequently required to sit, stand, walk talk, hear, bend and reach.
 - Answers telephone calls and occasionally bends, reaches, and pushes and pulls file drawers to file records and reports.
 - Moves within and outside of the building to collect, deliver, and copy data and documents.
 - Uses a computer terminal to access, input, and retrieve data.
 - Periodic lifting or moving of average weight materials and occasional lifting or moving of average weight materials.
 - Sustained periods of close, fixed mental and visual attention.
 - Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.
 - In cases of emergency, unpredictable situations, and/or department needs, the employee may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.
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