

JOB DESCRIPTION
Facilities Location Manager
Code Number: 24009

GENERAL PURPOSE

Under administrative direction, plans, organizes and manages facilities location activities and staff; acquires encroachment permits for Field Services, Collections, and Engineering from city and county agencies; investigates damaged District facility incidents to determine liability and to recover repair costs; assists in developing and implementing section goals, processes and procedures within the Engineering Services Department; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single-incumbent class responsible for planning, coordinating, and directing the Engineering Services Department's facilities location program and related services. The incumbent is responsible for formulating and implementing the division's goals and objectives, supervising and coordinating staff, and directing day-to-day activities. The work of this class is complex and involves significant accountability and decision-making responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the class.

Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the annual department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and staff development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to

address performance deficiencies, in accordance with District personnel rules, policies and labor contract provisions.

Develops internal processes and interagency contacts needed to facilitate encroachment permit acquisitions and to expedite routine and special permits.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives and values.

Prepares the division's annual budget; monitors expenditures against goals and objectives.

Investigates damaged facility incidents to determine cause and responsibility; communicates District processes to recover repair costs to contractors and other liable for damage; establishes 124 account numbers; gathers statements, photos, billing information, and other information needed to facilitate recovery of District costs.

Schedules and assigns the work of the District's facilities locator technician crews responsible for finding and marking EMWD facilities.

Trains, advises and assists locator technicians with field problems and evaluates locator staff for consistency and effectiveness in compliance with Government Code 4216 and EMWD policies.

Provides primary liaison with Underground Service Alert (USA); notifies and processes all USA transmittals; ensures transmittals are archived in accordance with state law.

Coordinates with other utility companies and District engineers to ensure all underground facilities are accurately identified on EMWD plans, maps and records; coordinates pot holing assignments and procedures with outside contractors to verify substructure locations and elevations.

Keeps informed of changes and new legislation pertaining to laws, codes and regulations affecting work of the unit, ensuring appropriate staff is informed and current; recommends improved organization, operation or delivery of services to other utility companies and EMWD departments.

Ensures the District's safety program and goals are implemented and carried out in the division and develops and proposes safety requirements to be carried out in the division.

Represents EMWD at intra-agency coordination meetings.

Performs related duties as assigned.

BALDRIGE RELATED DUTIES

Applies Malcolm Baldrige principles in the deployment of department business plans, processes and performance measures, ensuring that they align with District's Strategies and Operational Plans.

Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.

Ensures effectiveness of the business processes undertaken by the department and division.

Defines customer service segments being served and establishes processes to obtain feedback to improve performance.

Develops, maintains, and utilizes departmental performance indicators in making decisions; establishes performance criteria for assigned staff; ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.

The incumbent, while exercising his/her authority, shall abide by and promote the District's values and beliefs and adhere to the District's ethics policy.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of public administration as they pertain to a municipal utility; federal, state and municipal codes and regulations governing water- works construction, materials and practices, water and wastewater distribution and transmission systems and their intended application; District specifications and construction requirements; Government Code 4216; USA procedures; administrative principles and methods including goal setting, program development and implementation, employee supervision; principles and practices of budget development and administration; theories, principles, techniques and equipment used in the location of underground district facilities; safety regulations, safe work practices and safety equipment related to the work; codes, regulations and guidelines pertaining to the work; computer applications related to the work; principles and practices of effective management and supervision; office and records management practices and procedures; principles and practices of sound business communication; District personnel rules, policies and labor contract provisions.

Ability to:

Plan, assign, direct and coordinate a variety of functional specialties with overlapping work areas; manage a facilities location program; select, motivate and evaluate staff and provide for their training and development; prepare, administer and monitor a division budget; analyze operational and administrative problems, evaluate alternatives and recommend or implement effective courses of action; develop and implement goals, objectives, policies, procedures, work standards and management controls; read and interpret facilities reports, service maps and other documents; provide technical location assistance to staff and develop effective solutions to facilities location issues and problems; prepare clear and concise records, reports, correspondence and other written materials; exercise independent judgment and initiative within general policy guidelines; establish and maintain effective working relationships with all levels of District management and staff; use tact, discretion, and diplomacy in dealing with sensitive situations and concerned people and customers, both internal and external; understand, interpret, and apply District, local, state, and federal laws and regulations application to areas of responsibility.

Baldrige Based Knowledge and Abilities**Knowledge of:**

The Core Values, Concepts, and Framework of the Malcolm Baldrige National Quality Criteria, including the principles of management by fact, and organizational and personal learning; the means of developing alignment between strategic goals and individual performance standards; practices of process mapping (control); practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

Develop a systems perspective for managing department operations and its key processes to achieve results; to use the seven Baldrige Categories and the Core Values as building blocks for department operations; define and explain key processes and business requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations; develop and monitor performance standards; ensure work unit goals and objectives are aligned with the department; track and monitor department performance; and make sound decisions based on departmental performance indicators.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is

graduation from high school or G.E.D. equivalent supplemented by college-level coursework in engineering construction, public works construction or a related field; and four years of administrative or supervisory experience in facilities location, and construction inspection in the waterworks industry; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL AND MENTAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls; perform movements with hands, wrists or feet; and reach with hands and arms. The employee frequently is required to walk, stand, sit, talk and hear; and is occasionally required to climb or balance; stoop, kneel, crouch or crawl; smell; and drive a vehicle.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. Specific hearing requirements include the ability to hear phone conversations, in-person conversations under normal office conditions, signal warnings while working around moving equipment; and to differentiate operating equipment sounds.

The employee must periodically lift and/or move up to 25 pounds and occasionally up to 50 pounds.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math and mathematical reasoning; observe and interpret situations; learn and apply new information or skills; perform

highly detailed work; work under deadlines with constant interruptions; perform multiple concurrent tasks; interact with District staff and other organizations; and occasionally interact with dissatisfied or quarrelsome individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this class, the employee is occasionally exposed to outdoor weather conditions, fumes, airborne particles, vibration and prolonged noise levels. The employee occasionally works near moving mechanical parts or equipment, near traffic and on uneven or slippery surfaces.

The noise level in the office work environment is usually moderately quiet; in the field, the noise can be occasionally loud.

FLSA DETERMINATION: Meets executive exemption from overtime.