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# Mt. View Sanitary District

## Policies and Procedures Manual

**POLICY TITLE:** Wastewater Operations Manager/Chief Plant Operator (CPO)

**POLICY NUMBER:** 2333

**FLSA: EXEMPT**

**JUNE 2022**

### **WASTEWATER OPERATIONS MANAGER/CPO**

#### **DEFINITION**

Directs the operation, maintenance and staff activities of the wastewater collection system, wastewater treatment plant, and marshes. Serves as the Mt. View Sanitary District wastewater treatment plant Chief Plant Operator (CPO); Under limited direction from the District Manager and/or Assistant District Manager, plans, schedules, assigns, coordinates, monitors, and provides technical input for assigned wastewater collection system and treatment plant operations, maintenance, construction and repair projects, capital improvement programs and other special programs; provides responsible technical assistance to the District Manager and Assistant District Manager; performs a variety of technical tasks relative to the operations and maintenance of the District's wastewater facilities and systems; prepares necessary reports for the Board of Directors, and performs related work as required.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives limited direction from the District Manager and/or Assistant District Manager. Exercises direct and general supervision over technical and maintenance staff.

#### **CLASS CHARACTERISTICS**

This is the full management-level class in the wastewater operations and maintenance section exercising independent judgment, initiative, and discretion on diverse operations and preventative maintenance matters. This position serves as the Mt. View Sanitary District Chief Plant Operator, as required by the State Water Resources Control Board. This position is responsible for ensuring that District wastewater treatment facilities are operated and maintained in a safe, compliant, and effective working condition. This position performs the most complex plant operation duties within the department and ensures that the District meets all regulatory agency requirements. This position is a Management class that has responsibility for the oversight of all plant and collection system facility's operations and staff.

#### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Responsible for operation and maintenance of the Mt. View Sanitary District Wastewater Treatment Plant to meet all requirements of the District's NPDES permit as Chief Plant Operator.
- Responsible for the operation and maintenance of the Mt. View Sanitary District Wastewater Collection System to meet all requirements of the District Sewer System Management Plan (SSMP) and the State Water Resources Control Board's Statewide General Waste Discharge Requirements (WDR) for sanitary sewer systems.
- Prepares operations budgets and monitors the department expenditures; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required; maintains a variety of records and prepares routine reports of work performance.
- Responsible for the creation and updating of documentation for current Standard Operating Procedures, Job Hazard Analyses, and O&M Manual.
- Provides ongoing 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, objective and values.
- Member of the District Management team and actively participates in District-level planning.
- Prepares appropriate Board reports as required.
- Plans, organizes, assigns, supervises, and reviews the work of assigned staff in the wastewater operations and maintenance work division.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, including standard operating procedures for assigned facilities.
- Evaluates employee performance of assigned staff, prepares adequate documentation to support and recommend disciplinary action, provides ongoing feedback, and addresses performance deficiencies in accordance with District's rules and policies.
- Review, participate in and sign off on all operations staff evaluations. Responsible for recruitment of all Operator positions and making promotion recommendations.
- Investigates field conditions, recommends solutions and works with the District Engineer to resolve facility problems.
- Plans and directs the modification of software, computer, microprocessors, and field instrumentation to ensure efficient, reliable, and economical plant operation.
- Interprets, implements, and integrates regulatory requirements such as the Clean Water Act, Clean Air Act, and others into the process control system, day-to-day routine operations of the plant, and laboratory support of the various permits.
- Analyzes and maintains accurate records on operating conditions.
- Develops or assigns the development of and documents safety procedures and is responsible for their implementation to ensure compliance with all Cal/OSHA requirements.
- Reviews construction plans and specifications for compatibility with goals and objectives.
- Directs modifications of the treatment processes with the technical advice and recommendations of the laboratory staff.
- Responsible for the development and maintenance of documentation for emergency and contingency plans and is responsible for their implementation in the event of failure or unusual operating conditions.
- Responsible for ensuring staff are trained in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards.
- Monitors operations and activities of the operations and maintenance work unit assigned to wastewater treatment; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.

- Determines and recommends equipment, materials, and staffing needs for assigned maintenance projects.
- Provides critical review of the design, engineering, construction, and field inspection process for Capital Improvement Program projects to assure projects meet process control requirements and are safe and straightforward to operate and maintain. Attends meetings as needed.
- Responsible for the work of others contracted to work on the plant and those involved in plant activities.
- Responsible for staff's proper usage and handling of chemicals according to industry standards.
- Performs the most difficult wastewater treatment plant operations, maintenance, and repair duties and provides technical assistance to operators.
- Stays current on the status of new and pending regulatory legislation; recommends changes to current policies and procedures in order to comply with changes in legislation.
- Maintains accurate logs and records of work performed; prepares periodic reports.
- Answers questions and provides information to the public; investigates complaints; recommends corrective actions to resolve issues.
- Responds to operations, maintenance, and repair emergency situations as required.
- Coordinates plant operations activities with other departments to ensure the proper and efficient total functioning of plant equipment and systems.
- Performs other related work as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and best practices of employee supervision, including workforce planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Water chemistry, sanitary microbiology, sedimentation theory, laboratory analyses of water and wastewater, and instrumentation and computer applications common to a modern water pollution control facility.
- Practices and techniques related to wastewater and/or hazardous materials sampling, sample handling, and standard analysis methods.
- Principles, practices, equipment, materials, and tools used in the operation, cleaning, and preventive maintenance of wastewater treatment and disposal facilities and equipment.
- The operation and preventive maintenance of piping systems, including pipes, valves, and related appurtenances.
- Modern integrated computer maintenance management systems.
- Principles, practices, and programs for the District's industrial wastewater source control program, the industrial waste inspection function, and related programs and projects.
- Equipment, tools, and materials used in maintenance activities and services related to wastewater treatment and distribution systems.
- Mechanical, electrical, and hydraulic principles.
- Arithmetic and statistical techniques.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of budget and capital improvement program development, administration, and accountability.
- Principles and practices of contract administration and evaluation.

- Safety principles, practices, and procedures of wastewater treatment plant systems and facilities, including related equipment and hazardous materials.
- Safe driving rules and practices.
- Basic use of Microsoft office suite programs such as Word, Excel, and Outlook.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Practices of coordinating operations with outside agencies.
- Principles and practices of project planning.

**Ability to:**

- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- On a continuous basis, identify and analyze operating/maintenance problems, interpret drawings, know operation techniques, observe activities, problem solve personnel problems, remember regulations, understand processes, explain data, policies, and procedures and take appropriate action.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Organize, implement, and direct wastewater treatment maintenance and repair operations and activities.
- Interpret, apply, and ensure compliance with applicable Federal, State, and local policies, procedures, laws, and regulations.
- Effectively deal with complex budgets, operations, and other matters relating to the administrative supervision of a major organizational unit.
- Evaluate the results of laboratory experiments and studies.
- Review the economic feasibility of various operational alternatives and their effectiveness to the overall plant objectives.
- Oversee, direct, and coordinate the work of staff. Develop work standards, goals, and objectives. Evaluate personnel needs and establish performance measurements.
- Understand, interpret, and successfully communicate, both orally and in writing, pertinent department policies and procedures.
- Identify problems, research, and analyze relevant information, develop and present recommendations, and justification for the solution.
- Develop cost estimates for supplies and equipment.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files, record-keeping, and project management systems.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate office equipment, including computer equipment and software programs.
- Effectively communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Prepare correspondence and technical reports, which are complete, clear, and concise.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

- Work in a team environment as a contributing team member.
- Responds to operational emergencies as appropriate

### **Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Associates Degree supplemented by specialized training in wastewater treatment operations and maintenance, and ten (10) years of responsible experience in the operation and maintenance of a wastewater treatment plant, including five (5) years of lead or supervisory experience.

or

Equivalent to a bachelor's degree from an accredited college or university with a major in civil, environmental, or mechanical engineering; environmental science, biology, chemistry, business, or a closely related field. Plus a minimum of five (5) years of responsible experience in the operation and maintenance of a wastewater treatment plant, including three (3) years of lead or supervisory experience.

### **Licenses and Certifications:**

- Possession of a Grade V Wastewater Treatment Operator Certificate issued by the State of California Water Resources Control Board.
- Must possess and maintain a valid Class C California driver's license. Must continue to meet all of the provisions of the District to be insured with the terms and conditions of the District's insurance program as a condition of employment.
- Possession of, or ability to obtain and maintain, an appropriate valid California Class B driver's license within nine months of appointment is highly desirable.

### **PHYSICAL DEMANDS**

Must possess strength, stamina, and mobility in order to work in standard wastewater treatment plant and related facilities, perform light to medium physical work, work in confined spaces, around machines and, climb and descend ladders, and operate varied hand and power tools and equipment; vision to read printed materials and a computer screen; color vision to read gauges and identify appurtenances; and hearing and speech to communicate in person and over the telephone or radio. Must be able to hear audio alarm and/or see flashing alarm lights.

This position involves frequent standing and walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the above-mentioned tools and equipment. Positions in this classification bend, stoop, kneel, reach, and climb to perform work and inspect work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects of moderate to heavy weight using safe lifting techniques and the proper use of equipment. Examples of potential lifting tasks include moving (not lifting) manhole covers up to 75 lbs., carrying mechanical parts, equipment, and tools up to 50 lbs. and carrying miscellaneous objects such as chemical containers, waste containers, etc. also up to 50 lbs.

### **ENVIRONMENTAL ELEMENTS**

Employees work partially indoors and partially outdoors and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances, odors, and fumes. Employees may interact

with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.