

## **Operations Manager**

Hiring Range: \$85K to \$140K DOQ

It is an exciting time to work for Arapahoe County Water and Wastewater Authority (ACWWA), we are looking for an Operations Manager to join our team. This is an ideal opportunity for anyone who wants to be part of a positive, high performing culture that focuses on providing a great value and services to our customers.

The operation Manager will report to the Director of Engineering Services and work closely to all departments to maintain, champion and support ACWWA's Mission, Vision, Values and positive culture. This position will provide leadership, support and guidance to all employees of within the department as well as supporting leadership throughout the organization. The Operation Manager is responsible for managing, planning, directing, coordinating, supervising and ensuring and supporting optimal administration of all water treatment, distribution, wastewater treatment, collections, facilities, fleet and maintenance operations. This position will oversee and support the 20 employees within the Operations and Facilities Department . The Operations Manager is responsible to provide regular written and oral reports to the Director of Engineering Services.

### **About ACWWA**

ACWWA provides water and wastewater services to a critical portion of Arapahoe County as well as services in Douglas and Elbert County. We serve a population of about 31,000 residents and business employees (4000 accounts) and is a political subdivision of Arapahoe County and is still growing. A Board of Directors of seven including two Arapahoe County Commissioners oversee the authority. ACWWA has 40 employees.

ACWWA operates and manages a state-of-art water and wastewater system that focuses on efficiency and innovation, has water operations in three counties, provides contract services to outside entities and utilizes reuse and additional methods to optimize its water management. ACWWA is currently managing a \$20 million-dollar annual CIP budget, operates a wastewater treatment plant and is incorporating an innovative method for brine management at its water treatment plant.

ACWWA believes in outstanding customer service, transparency and is financially stable. In the past 5 years ACWWA credit ratings have been upgrade twice and currently has an AA rating.

By joining ACWWA, you will help provide sustainable water/wastewater services for all our customers and protect the environment. You will be joining a team where professionalism, reliability, integrity, accountability and efficiency guide us on how we conduct business.

A successful candidate will need great listening skills, critical thinking, know to ask questions that would help understand the situation on hand and be able to provide the clear guidelines and expectations.

The successful candidate will be accessible to their reports will build upon the strengths of the department and will support them in identifying areas that need attention and working with their team to solve.

### **Essential Job Functions:**

- The Operation Manager will oversee the following functions
  - ✓ Water treatment
  - ✓ Water distribution
  - ✓ Wastewater collection
  - ✓ Wastewater treatment and reuse
  - ✓ Facilities maintenance, including construction, installation, repairs, and vehicle maintenance
- Develop and maintain an annual and long-term operation plan to ensure all areas are covered and properly reporting it to Executive Team.
- Work with its direct reports to develop and execute the necessary functions:
  - Maintenance Superintendent
  - Field Operations Superintendent
  - Lone Tree Creek Water Reuse Facility Superintendent
  - Field Maintenance Supervisor
  - Business Support Technician for Operations
  - Other staff
- Emergency Response Leader – Will keep Emergency Response Plan up to date, be the lead person for operations during any emergency and ensure their department is properly trained.
- Compliance officer for Operation Related Agreements – ensuring Contracts and Agreements ACWWA has in place with other entities are kept current and are being executed properly by ACWWA and the other parties.
- Supports the Operation team with decision making, brainstorming, interfacing with Executive Team and Board of Directors.
- Coordinates Annual Repairs and Maintenance Budgets for Department.
- Develops and submits Capital Expenditure and Capital Improvement Plan requests and/or ensures all requests from team are vetted and complete.
- Supports and Leads aspects of ACWWA Asset Management Program.
- Act as ACWWA's Safety Officer and overseas Safety Committee
- Works closely with Engineering and Administrative Services Departments and General Manager to develop and implement strategies and priorities;
- Develop and implement department and Authority initiatives and provide strategic planning and implementation of programs;
- Oversee the execution of departmental projects to ensure effective project management, acting as a project manager, where appropriate

- Oversee and ensure that all operations are being conducted within regulation and safety guidelines and makes recommendations for improvements;
- Manage and/or negotiate Operational Contracts related to our water plant and operational contracts we have servicing outside parties.
- Manage and participate in agreement negotiations, contract development and administration, oversight of incident planning,
- Review, approve/recommend and may prepare requisitions for necessary equipment, material and supplies;
- Develop and annual operating and Capital Improvement Plan budgets for the department and ensure that departmental functions are performed within the allocated budget;
- Assign, review, and evaluate the work of staff for accuracy and completeness;
- Schedule, plan and coordinate staffing levels, equipment and supplies to complete designated tasks and within established budget parameters;
- Work directly with customers and the community as needed to provide information or to resolve issues;
- Keep informed of current trends and technology in areas of responsibility and apply to assigned functional area of responsibility.

### **REQUIRED KNOWLEDGE and ABILITIES**

- Ability to problem solve, obtain and evaluate information and to develop and implement appropriate procedures and controls.
- Good writing/communication skills
- Needed to be able to utilize the experience of the team in making decisions, needs to be able to make own decisions based on team input and other things
- Highly organized, proficient using Excel and Word
- Able to provide clear direction to teams as to work expected
- Ability to determine proper workload for the team
- Good at managing projects and assigned tasks
- Knowledge of the principles, practices, and operating requirements of a water utility, and regulatory requirements preferred.
- Knowledge of standard safety practices such as: lock out tag out, confine space, arc flash etc. Preferred.
- Ability to establish and maintain effective working relationships with employees, citizens, and elected officials. Ability to: handle sensitive situations with tact and diplomacy, to communicate effectively both orally and in writing, to establish and fulfill goals and objectives , to directly and effectively supervise a large diverse workforce, to work strategically and collaboratively with the team members to implement and manage initiatives, plans, policies, and priorities and administer budgets.
- Strong interpersonal, decision making, and managerial skills. Able to understand, interpret, explain and apply Authority policy and procedures governing assigned areas of

responsibility.

- Thrive in a busy environment and effectively manage workloads.
- Handle sensitive and confidential information with diplomacy and discretion.
- Prepare clear, concise and comprehensive correspondence and other written materials.
- Prioritize and organize own work, meets critical deadlines and coordinates activities with other Authority department to ensure completion of the work.
- Communicate effectively verbally and in writing.

## **EDUCATION AND EXPERIENCE**

- Bachelor's Degree or combination of education and experience that would provide the necessary knowledge and abilities.
- Experience with Computerized Maintenance Management Systems (CMMS), Enterprise Asset Management (EAM), Leadership in Energy and Environmental design (LEED) preferred
- At least five (5) years related experience in water and wastewater industry preferred
- At least three (3) years supervisory experience preferred

## **Why Work for ACWWA?**

ACWWA is a dynamic and positive place to work with passionate employees. ACWWA provides excellent benefits including a 100% employer paid health insurance, dental, vision, HRA contributions, 11 paid holidays, two (2) floating holidays, 3% employer contributions to employee retirement plus up to 5% matching retirement contribution program, wellness reimbursement, volunteer time off, vacation, sick time, short term disability and long-term disability.

## **PRE-EMPLOYMENT SCREENING REQUIREMENTS TO INCLUDE:**

- Criminal Background Check
- Drug Screening
- Motor Vehicle Record Check

*ACWWA is An Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status, age or any other federally protected class.*

**To Apply – Send resume, cover letter and employment application with salary expectations to [HR@acwwa.com](mailto:HR@acwwa.com) ; with the subject line “Operation Manager”. Employment application can be found at <http://acwwa.com/career-opportunities>**