



Operations Manager Job Description

The Neahkahnie Water District is looking for an experienced, motivated individual to manage the operations of our small water utility that provides water to about 400 residences. The District is located just north of the city of Manzanita on the beautiful north Oregon coast. The Operations Manager will work alongside and in conjunction with the Business Operations Manager; these are the only two staff for our water district. Both roles report directly to a board of 5 elected commissioners.

The Operations Manager is the key role for maintaining our water delivery systems. Our water is sourced from pristine springs on Neahkahnie Mountain. In this role you must be comfortable working alone, being self-directed, problem solving and have a let's get it done attitude.

Areas of Responsibility

General

- The Operations Manager (OM) position is a Full Time Position (40 hours per week).
- The OM is responsible to respond to calls or emergencies within 30 minutes of receipt of notification when officially "on call".
- The OM may be designated the DRC (Direct Responsible Charge per Oregon Health Authority). A DRC must be available on-call 24 hours a day and able to respond on-site to the water system upon request.
- OM is required to have or be able to acquire within 6 months of being hired certifications necessary to operate the District's water system. For this District, Level 1 distribution & treatment certificates are required and certification must be maintained in good standing.
- Maintain an Oregon Driver License in good standing at all times.
- The OM is responsible for the safe, legal, and efficient operation and maintenance of all the District's infrastructure, including the water storage, treatment, meters, usage and distribution equipment and tools necessary for the work.

- Develop short term plans for water system maintenance and strategic plans for system expansion to meet future water demands consistent with the District Master Plan.
- OM must be knowledgeable in computer usage. Suggested programs to be Word, Excel, SCADA. Knowledge of both Apple and PC computers is helpful.
- Identify and repair any operational problems with the water delivery system or bring them to the Board's attention if significant.
- Other activities and tasks as required or requested.

Typical Daily Responsibilities

1. Check tank reservoir levels
2. Test chlorine residual at predetermined points in the system. Add chlorine and soda ash as needed to maintain chlorine residual and pH.
3. Check chemical feed pumps and adjust or repair as needed. Check water booster pumps for any signs of malfunction or overheating.
4. Record daily rainfall.
5. Record pH and chlorine residuals at water treatment locations.
6. Check for any "Locate" requests on the office fax or voice message system.
7. Inspect for any safety issues and respond if necessary.
8. Monitor the SCADA System for any water system issues and repair if necessary.
9. Assure remote read water meters are operating properly.
10. Operate the District service vehicle in a safe manner at all times and be responsible for scheduled maintenance and repairs as needed.
11. Maintain pH and chlorine instruments as well as calibration and cleaning titration of alkalinity WEEKLY and record results for OHA.
12. Maintain all records and submit all reports as required by regulatory agencies for the operation of the District's water system.
13. Daily inspections done visually and document anything that appears to be an issue and report it to the Board of Commissioners.
14. Other daily tasks as required or requested.

Typical Monthly Responsibilities

1. Collect routine water distribution system samples for coliform testing. Deliver samples to a predetermined pick up location. Presently at the Manzanita City Water Treatment Plant on 101 by 9:00 am.
2. Record Master Meter readings,
3. Record pump run times.
4. Monthly inspection of the system and document that inspection.
5. Complete and submit necessary reports to Oregon Health Authority.
6. Fill out time sheets.

7. As required read and record residential water meters and check for leaks at all active accounts within the District (402 as of this date).
8. Other monthly tasks as required or requested.

Typical Quarterly Responsibilities

1. Conduct inspection per OR-OSHA Rule 437-001-0765(7). Once completed these inspections should be compared to the monthly inspections. Any recommendations will be made to the Board.
2. Other quarterly tasks as required or requested.

Typical Annual Responsibilities

1. Follow guidelines in the OHA Master Sampling Plan for the District to determine other required sampling. Examples: Disinfectant By Products (DBP), lead and copper nitrate, source waters, etc.
2. Other annual tasks as required or requested.

Typical Periodic Responsibilities (Intervals to be determined by the System Operator)

1. Respond to customer requests, forwarded to the OM by the Business Operations Manager, for any special tasks such as checking for leaks, checking residence water pressure, water turn-on turn-off requests, etc.
2. Survey the entire system for leakage, fallen or leaning trees whose root systems may pose a potential threat to buried lines, vandalism, signs of trespassing, other potential or existing problems. Coordinate with the Business Operations Manager as needed to get repair quotes.
3. Be available to supervise and provide technical information to contractors who are hired to perform repairs or make other corrections or improvements to the system. Be available to provide any needed hardware the contractors may not be expected to carry in their inventory.
4. Coordinate with the Business Operations Manager to see that necessary permits are applied for and "Locate" services are requested in a timely manner before any excavation projects commence. Additionally, always provide county with 48 hour notification before project commences and after it is completed. Notify affected customers of any planned outages.
5. Coordinate with contractors and the Business Operations Manager to anticipate, order and maintain an adequate inventory of parts during any project. Additionally, maintain an adequate inventory of parts for emergency repairs such that the length of any service disruption due to an emergency repair is minimized.
6. Maintain adequate supplies of parts for new service connections such that there is no need to order parts before a new connection can be installed.

7. Develop and execute a hydrant flushing and valve exercising program to keep water fresh and hydrants and valves operating in a dependable manner. Also maintain the hydrants by periodic painting and repairs.
8. If not already in place, mark major and critical valve locations in the field with industry standard blue marking posts, incorporating additional diagrams and information on posts as needed.
9. Severe weather preparation – OM to do a preventative inspection of the system prior to an expected storm.
10. If not directly maintaining the District's grounds, then monitor the groundskeeping impending weather alert and conduct an inspection after the event. Note any damage or repairs that might be necessary and report it to the Business Operations Manager. Assure that, at a minimum, critical areas around valves and hydrants and other infrastructure are kept clear, safe and readily accessible to District employees and Emergency Responders as needed.
11. Act as a certified back-up traffic flagger when needed for safe operation of any District work near or in a roadway.
12. Review and act upon necessary "Neahkahnie Water District Safety Checks" This includes security fencing and locks at Mountain Tank Reservoir, Hillcrest Tank Reservoir, Reservoir Park, Pirate Springs Building and Spring Boxes and Collection Boxes.
13. Other tasks as required or requested.

Physical Demands

Physical Requirements: Essential duties require the mental and physical ability to safely drive a variety of vehicles and operate equipment; detect odors and running water; identify mechanical noises; converse on the telephone, two-way radio and in person, often over the noise of machinery; bend, stoop, climb, and stand for long periods of time; read fine print with no color deficiencies to detect color-coded wires and read results of water color tests; manipulate small parts and components; safely lift and maneuver equipment and supplies such as fire hydrants, water meters, grates, large PVC pipe, cast iron pipe parts, wire spools, meter boxes, jackhammers, and other equipment and supplies weighing up to 50 pounds, occasionally up to 100 pounds; and safely wear self-contained breathing apparatus while entering and working in confined spaces.

Required to push, pull, carry, bend, lift, crawl, stand, handle or feel objects/controls/tools, talk, hear, read & interpret documents and operate phone & communications radio. Occasionally, the employee must lift and/or move up to 100 pounds or more. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus. Occasionally required to sit for short to long periods of time.

Environmental Conditions: Essential duties are performed in both an office and field environment and require the willingness and ability to work scheduled and emergency overtime; work outdoors in all weather conditions; work at night; work in confined and awkward spaces, in heavy traffic and in the presence of noxious odors, toxic chemicals, biological agents, and sewage; work in potentially hazardous areas; wear and use appropriate safety clothing and equipment, including self-contained breathing devices; and attend meetings, workshops, and seminars during work and non-work hours.

Water treatment and system operations requires close attention to safety procedures. Hazardous conditions might include slippery walkways, the presence of dangerous gases, and malfunctioning equipment.

Reporting

This position reports to the Board of Commissioners of the Neahkahnie Water District, primarily the President of the Board and in their absence the Secretary.

Education and Experience Requirements:

- a. Experience managing the operations of a Water Utility.
- b. At least high school graduate or equivalent with combinations of higher education, training and experience preferred.
- c. Must have at least level 1 certificates for water treatment and water distribution or be capable of securing them within 6 months of hire
- d. Must be able to work effectively with others.
- e. Must have the ability to read, analyze, and interpret scientific and financial reports and legal documents. Must be able to write reports and effectively present information to employees, public groups and the Board of Commissioners.
- f. Must be able to effectively respond to common inquiries from customers, regulatory agencies and members of the business community.
- g. Must be able to effectively deal with and organize administrative tasks.
- h. Must be experienced with the latest versions of Microsoft Word and Excel, Intuit QuickBooks Pro, and SCADA systems for the purposes of gathering, analyzing, reporting and archiving water and financial data.
- f. Must have the ability to apply simple math concepts such as fractions, percentages, ratios, and proportions to practical situations and the ability to work with mathematical concepts such as probability and statistics and the ability to work with and convert units of volume, flow, pressure and rates.
- g. Preference will be given to applicants having experience with Oregon special districts.