ASHEVILLE, NORTH CAROLINA

Classification Specification

Director, Water Resources
Job Code: 9500
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to plan, direct, and oversee the operations and staff of the Water Resources Department.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Directs, oversees, and evaluates assigned staff: plans, directs, and reviews work of individuals and the department; processes employee concerns and problems and counsels as appropriate; recommends discipline, disciplinary actions, or discharge; completes employee performance appraisals and salary increases; participates in interviews and makes hiring recommendations; acts as a liaison between employees and City administrators; and trains staff in operations, policies, and procedures.

Manages department activities through subordinate supervisors and staff: organizes, prioritizes, and assigns work; prioritizes and schedules work activities in order to meet objectives; oversees employee work schedules to ensure adequate coverage and control; ensures that subordinates have the proper resources needed to complete the assigned work; monitors status of work in progress and inspects completed work; consults with assigned staff to assist with complex/problem situations and provide technical expertise; provides progress and activity reports to

Assistant City Managers, City Manager, and City Council; and updates and maintains department standard operating procedure manuals.

Advises City administrators and City Council regarding department activities, programs, operational issues, training, and initiatives: provides technical expertise and recommendations regarding water treatment and distribution, watershed management, technology integration, regulatory compliance, and related initiatives and concerns; attends various Council and committee meetings; prepares and presents staff reports and recommendations regarding department initiatives, programs, and project progress; receives and responds to inquiries from Council members and the public; and serves on various leadership teams and committees, as assigned.

Develops and implements long- and short-term plans, goals, and objectives for the department: researches, assesses and develops strategies to meet current and future issues and concerns regarding water utility services, programs, and systems in relation to growing needs of the City; and implements needed changes, modifications and/or enhancements.

Develops, implements, and updates policies and procedures for the department: formulates and develops work methods and practices, policies, standard operating procedures, and training programs; ensures compliance with applicable local, state, and federal laws; monitors implementation of rules and regulations; and updates policies and procedures as required.

Develops, defends, and implements department budget: determines budget allocations for staffing, equipment, capital and infrastructure improvements and other expenditures; coordinates with department staff regarding budget needs and recommendations; submits department budget to City Council for approval; monitors expenditures to ensure compliance with approved budget; and maintains related financial and budget documentation.

Directs and oversees all water operations, programs, and related projects: approves and monitors operations, programs and projects; provides professional and technical direction and guidance to Division Managers and other subordinate staff; oversees compliance with applicable local, state, and federal laws, rules, regulations, and ordinances to ensure delivery of safe drinking water; oversees asset management to ensure maintenance of infrastructure; oversees customer service and billing operations; and oversees development of water master planning, capital improvement planning, and emergency planning.

Communicates with City administrators and elected officials, subordinates, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, status reports, budget reports, timesheets, staff reports, invoices, production reports, policies, procedures, memos, staff reports, performance appraisals, presentations and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Business, Engineering or a related field required; supplemented by ten years of progressively responsible experience in managing water utility operations and services, to include lead or supervisory experience.; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license. Must possess and maintain a valid North Carolina Water Operator's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a director capacity for a major organizational unit requiring significant internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize consulting and advisory data and information, as well as reference, descriptive and/or design data and information as applicable.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of logical or scientific thinking to implement both intellectual and practical relationships; involves responsibility for consideration and analysis of complex organizational problems of major conceptual functions.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in critical and/or unexpected situations involving moderate risk to the organization.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.