



**JOB POSITION: ASSISTANT DIRECTOR OF FIELD OPERATIONS**

**Division:** Customer Operations  
**Status:** Exempt  
**Grade:** 27  
**Job Code:** 117  
**Reports to:** Deputy Chief Operating Officer – Customer Operations  
**Date:** 07-01-07  
**Revised Date:** 12-06-19  
**Last Reviewed Date:** 12-06-19

**SUMMARY OF JOB**

Assists the Deputy Chief Operating Officer (COO) of Customer Operations in planning, directing, coordinating and overseeing all water line and sanitary sewer construction and maintenance operations at Field Operations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Includes the following. Other duties may be assigned or scheduled.

- Assists Deputy COO of Customer Operations in performing measurable cost effective results for the substance, efficiency, productivity and quality of activities performed by Field Operations.
- Assists Deputy COO of Customer Operations in preparing short and long-range plans for the division that include financial analysis and project review.
- Assists in the formulation and administration of departmental policies, plans and programs.
- Assists Deputy COO of Customer Operations in planning, directing and coordinating all water line and sanitary sewer construction and maintenance operations.
- Assists Deputy COO of Customer Operations in ensuring that all regulatory requirements and reporting occur as necessary when performing Field Operations work.
- Takes active role or assures subordinate managers take active role in developing employees by establishing individual employee goals and objectives. Assures appropriate resources are available to obtain established goals and objectives.
- Assures department orientation and in-service training programs are available to all employees.
- Recommends to Deputy COO of Customer Operations appointments and promotions within Field Operations.
- Works with Deputy COO of Customer Operations, subordinate managers and Human Resources in regards to dismissal of employees.

- Assures employee evaluations are complete and accurate and meets all requirements as set forth by the Executive Director.
- Assists Deputy COO of Customer Operations in preparing the Field Operations budget and executing the authorized budget.
- As requested, represents Authority and division in meetings with the general public, public and private agencies, contractors and other governmental agencies.
- As necessary, answers questions from various public and private agencies and the general public relative to Authority and division projects and operations.
- Makes on-site visits and advises staff on unusual or difficult problems.
- Makes on-site visits to ensure that divisional work is performed safely, in accordance with State and Federal guidelines, and all applicable laws.
- Coordinates with the Authority's Fleet, Risk, and Safety Coordinator, and other available resources to ensure that staff receives proper safety training.
- Researches and recommends operational and equipment changes to the Deputy COO of Customer Operations.
- Develops bidding documents and contracts, and procures goods and services in accordance with Code of Virginia.
- Subject to twenty-four (24) hour call.

### **SUPERVISORY RESPONSIBILITIES**

Assists in managing employees in Field Operations in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to direct personnel, develop programs and forecast budgetary requirements.
- Ability to develop short and long-range plans for the division as well as those areas of the division that affect the entire organization.
- Ability to think and plan strategically.
- Ability to think logically and analyze data.
- Ability to effectively present information to management, public groups, employees, and/or boards of directors.
- Ability to communicate effectively, both verbal and in writing.
- Ability to respond to inquiries or complaints from employees, customers, regulatory agencies or members of the business community orally or in writing.

- Ability to negotiate and resolve conflicts.
- Ability to establish and maintain effective working relationships with co-workers, employees, other divisions, other agencies, and the general public.
- Ability to represent division/Authority in meetings with general public, public and private agencies, contractors and other governmental agencies.
- Ability to work with minimal supervision.
- Ability to work safely and obey all safety rules.
- Ability to analyze and solve complex technical and administrative problems.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Ability to read, analyze and interpret common scientific and/or technical journals, financial reports and legal documents.
- Ability to write reports, correspondences and procedure manuals in a clear concise manner.
- Ability to interpret and deal with maps, drawings, schematics and an extensive variety of variables.
- Ability to communicate technical concepts to technical and non-technical audiences.
- Must possess and maintain a good work ethic concerning attendance, punctuality, positive attitude, meeting deadlines, being a team player and encouraging teamwork among employees.
- Comprehensive knowledge of principles and practices involved in operating and maintaining a public water/sewer system.
- Thorough knowledge of state and federal laws governing public water/sewer systems; and of equipment and methods used in water storage and distribution systems.
- Good understanding of dynamic hydraulics.
- Knowledge of state and federal safety regulations as they pertain to the work place and job sites.
- Knowledge of VA Public Procurement Act and ability to purchase goods and services in accordance with the Code of Virginia.

### **EDUCATION and/or EXPERIENCE**

Bachelor's degree in civil engineering, business, public administration or related field plus five (5) or more years of demonstrated success in utility management, water distribution and/or sanitary sewer collection or equivalent combination of education and experience.

### **CERTIFICATE, LICENSE, REGISTRATION REQUIREMENTS**

- Must possess a valid Virginia driver's license or have the ability to obtain one within 60 days of employment date. No more than six (6) demerit points on driving record if required to drive Water Authority vehicles.
- Licensure as a Professional Engineer in the Commonwealth of Virginia preferred.

## **PHYSICAL DEMANDS OF THE JOB**

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

- While performing the duties of this job, the employee is regularly required to walk, stand, and sit; use hands to finger, handle or feel; reach with hands and arms; talk and hear.
- Specific vision abilities required by this job include ability to adjust focus. If corrective lenses are noted on driver's license, the lenses must be worn when operating Authority vehicles.
- Repetitive movement using equipment is involved.
- While performing the duties of this job, the employee is regularly required to stoop, kneel, crouch, bend, climb, balance or crawl.
- Employee must be able to stand for an extended amount of time at the jobsite.
- Employee must be physically able to walk several miles during the day.
- Employee must be physically able to regularly reach overhead.
- Employee must regularly lift, carry and/or move up to 10 pounds and occasionally 20 pounds. Assistance is required on weight amounts above those listed. Failure to do so could result in injury and denied Worker's Compensation benefits.

## **WORK ENVIRONMENT ENCOUNTERED IN THIS JOB**

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

- Employee will be regularly exposure to moderate or high noise level, extreme outside weather conditions, uneven, steep, slippery terrain conditions, dusty conditions and wet and/or humid conditions.
- Employee will be subject to exposure to moving mechanical parts and heavy equipment operation.
- Employees will be subject to roadway hazards, i.e. traffic.
- Employee will be subject to outside hazards, i.e. poison ivy, bees, spiders, dirt, animals.
- Employee will be subject to confined areas, i.e. confined spaces, sewer manholes, water vaults, wastewater pits, and/or protected trenches.

## **GENERAL STATEMENT AND SELECTION GUIDELINES**

The above statements describe the general nature and level of work assigned to in this job position. They should not be construed as an exhaustive list of all job duties or tasks performed by personnel so classified.

The following will identify the selection guidelines for job placement:

- WVWA application

- Rating of education, experience, training and qualifications
- Reference checks
- Interview with WVWA management team
- Applicant must pass a pre-employment physical and drug/alcohol test
- A criminal background check and social security number verification will be performed. The results must match information provided by the applicant on the WVWA application
- Job related test might be required and would be administered to all applicants applying for the position