INDIAN WELLS VALLEY WATER DISTRICT

Job Description

OPERATIONS MANAGER (Revised:11/09/2026)

Position Overview

Position Title:	Operations Manager
Employment Classification:	Exempt
Departments:	Construction & Maintenance
Reports To:	General Manager

Job Summary

Manages Construction and Maintenance departments of the District. Works with other departments including but not limited to Finance, Field Services, Customer Service and Engineering to ensure reliable and cost-effective service is provided to customers. Assist and support the General Manager, including acting as General Manager when assigned.

Supervision

Minimal. Direction is provided by the General Manager as needed

Directly supervise Maintenance and Construction Supervisors and sets standards and goals for their crews.

Distinguishing Characteristics

Serves as a high-level manager overseeing water distribution and infrastructure maintenance while ensuring regulatory compliance. Communicates operational updates and issues to the public, regulatory agencies and the Board of Directors. The Operations Manager is responsible for preparing and managing operating budgets and managing consultant contracts. Serves as "Chief Operator" as defined in California Code of Regulations, Title 22, Table 63770 "Operator Certification". In the absence of the Operations Manager, Construction or Maintenance Supervisor will be responsible for oversight of all day-to-day distribution operations.

Attendance at various meetings, including safety meetings.

Essential Duties and Responsibilities

- Directs and participates in the development and implementation of goals, objectives, policies, and procedures; supervises and participates in the preparation and implementation of the department's budget; monitors all expenditures; directs the purchase of equipment and materials, and discretionary costs.

- Perform research and prepares recommendations; meet and confer with employees and

management personnel to resolve problems and coordinate activities.

- Perform new employee selection as a member of hiring committees for positions directly supervised and as directed by management. Also selects hiring panels for second level employees in conjunction with HR. Conducts or directs staff training and development; reviews and evaluates employee performance; recommends and initiates disciplinary actions for employees directly supervised, acts as second level review for disciplinary actions taken by subordinate supervisors.

- Plan, schedule and direct construction and maintenance personnel; train operations staff, recommend hiring and promotions and reassignments and discipline staff as appropriate according to established procedures; implement proper operating practices for water system operation; monitor facilities for proper operation and efficient performance.

- Confers with engineers, contractors, District staff, representatives of other public agencies, developers, and members of the general public in addressing problems and issues of concern to the District.

- Lead for emergency response planning and coordination with local Agencies, City, County, and State. Member of the local Emergency Operations Center along with the General Manager to provide 24/7 response coordination when needed. Lead for local exercises and coordination with other Agencies supporting multiple Agency response training and exercises.

- Advises and otherwise provides assistance to District Management, District staff, and the public regarding the operations of the District's water distribution system; responds to inquiries and provides information regarding District policies and procedures; ensures compliance with laws, rules, or regulations related to water distribution/ systems; regularly attends Board of Directors' meetings to present issues concerning the operations of the District.

- Prepare various reports for District Management and Board of Directors on process control, submit monthly and annual reports to regulatory agencies; compile data of water system operation.

- Assist operations staff with facilities operation duties as necessary.

- Monitor cost effectiveness of all operations, maintenance, and any related construction activities of the District.

- In coordination with fiscal and warehouse departments, provide management support for the requisition of supplies, vehicles, large equipment, maintenance items, materials, etc., to operate and maintain the system. Advocates for funding and personnel needed to implement needed system upgrades and preventative maintenance.

- Oversee the establishment and compliance of policies, procedures, schedules and operations methods.

- Develop and implement an effective safety program that motivates staff to think and act safely and promotes compliance with Federal and State Occupational Safety and Health regulations.

    - Conduct health and safety survey audits.
    - Prepare and implement work-site specific written safety plans.
    - Conduct and document safety training and comply with OSHA record keeping requirements.
    - Develop and coordinate District Emergency Response Plan. Schedules training and exercises of the Emergency Response Plan.
    - Prepare, review, and submit periodic reports regarding safety, and disaster preparedness responsibilities.

- Maintain sound client/public relationships to ensure satisfaction with the District's performance.

- Respond to emergency conditions to ensure that the system is operated and maintained.

- Assist in preparation of the budget as it relates to operations/maintenance requirements.

- Perform other duties as assigned.

All other temporary work assignments which are infrequently assigned to the Water Supply positions, and not covered above, should be considered non-essential tasks, duties, or responsibilities.

Skills and Abilities

Knowledge of:

- Theory and practice of the operations and maintenance of water transmission and distribution systems.

- Regulatory requirements associated with operations and maintenance.

- Safety requirements related to operations and maintenance.

- Principles of organization, administration, budget and personnel management.

Ability to:

- Plan, organize, lay out, assign and schedule respective tasks.
- Supervise the maintenance of records and reports.
- Prepare reports and provide information related to operations and maintenance.
- Communicate clearly and effectively both orally and in writing.
- Establish good public relations with public, other agencies, etc.
- Supervise and evaluate employees' performance.
- Ability to physically perform the field supervision and inspection of Maintenance and Construction crews.

Minimum Qualifications

Any Combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below.

- **Experience:** Five years of experience supervising the work of crews or journey level trade workers in the construction, maintenance and repair of water systems and water treatment. Knowledge and experience in repairing infrastructure and troubleshooting equipment is desirable. Additional experience as Hazard Management or Safety Officer is a plus.
- **Education:** An Associate Degree in Science, Engineering, Technology, Business Administration or related field. A Bachelor of Science degree may substitute for some level of experience.
- **Certifications:** Must possess current State of California Water Distribution Grade 3 certifications.
- **Licenses:** Must possess State of California Class C Driver's License.

Must successfully complete a physical examination and drug screen. Must have a driving record acceptable to the District's insurance underwriter.

Physical Requirements and Working Conditions

The physical requirements and physical demands placed upon this position are outlined separately. (A copy of these requirements is to be attached to this job description).

The District will provide reasonable accommodation in accordance with the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA).

Equal Employment Opportunity

The Indian Wells Valley Water District is an Equal Opportunity Employer. Employment decisions are made without regard to race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, age, disability, veteran status, genetic information, or any other protected category under federal, state, or local law.
Unless otherwise covered by a Memorandum of Understanding or other agreement, employment with the District is considered at-will, and nothing in this job description alters that status.

Operations Manager: Revised Job Description Approval

Department Manager Recommendation:
General Manager Approval: 11/16/26
Received and Recorded by Human Resources: