



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ASSISTANT DIRECTOR
WATERWORKS

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position assists the Director in the overall management and administration of assigned divisions and functional areas within the Waterworks Department, and may act as Director in their absence. Provides departmental leadership and is responsible for developing and administering programs and systems to support and promote high performance strategies and to meet organizational needs, vision and values. Reports to the Director of Waterworks.

ESSENTIAL JOB FUNCTIONS

Assists the Director in the overall management, execution and administration of water utility services for assigned divisions and functional areas; provides administrative oversight for multiple operational and administration activities and functions. Responsible for effective supervision of assigned division managers and administrative staff including selection, performance management, employee relations, and related activities. Oversees and coordinates the annual operating and capital improvement (CIP) budgets for assigned areas and strategic planning purposes.

Advises and assists in developing the departmental direction, priorities, goals and objectives to meet City, departmental and regional water utility needs; assists with implementing departmental operating goals and objectives. Assists in developing and evaluating internal systems, policies and operating procedures, and develops staff organizational structure to effectively carry out departmental operations. Ensures City and departmental policies and procedures are appropriately administered.

Responsible for the research and preparation of reporting data for assigned operations to include statistical analyses and information requested by the City Manager's Office and other City officials. Directs studies in a variety of areas and presents reports and recommendations to City officials. Coordinates completion of detailed reports, position papers, recommendations, written correspondence, and other documents. Conducts presentations for City Council and a variety of professional utility organizations.

Communicates with Federal and State agencies and other local officials within the regional service area as necessary to resolve problems. Responsible for responding to inquiries, problems, and complaints from citizens, City Council and City management as appropriate.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Water Treatment and Distribution Management - Comprehensive knowledge of water utility organization and operations as well as fundamental civil engineering as it relates to water system operations. Knowledge of current trends and practices related to the use of technology in water treatment and distribution, urban watershed management/forestry and related activities.
- Bench Marking - Ability to apply, analyze, and effectively evaluate and measure the department's performance with respect to comparable municipal water utilities and determine if uniform industry standards are being met. Effectively evaluate the impact of alternative development courses of action to improve measurements.
- Management of Personnel - Knowledge of leadership techniques, principles and procedures to assign, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of employee relations practices. Knowledge of office systems, practices and administration.
- Customer Service - Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.
- Business Management and Strategic Planning - Knowledge of comprehensive Asset Management Programs with a clear emphasis on identifying infrastructure rehabilitation needs and to evaluate and measure the full economic ("Triple Bottom Line") cost of providing water utility services. Link planning strategies to service goals, operations programs, budget, and CIP. Prepare revenue bond projections, appropriate capital bond funds, and debt management.
- Environmental Monitoring and Engineering Compliance - Thorough knowledge of local, state, and federal laws (Safe Drinking Water Act (SDWA) and Clean Water Act (CWA), rules, and regulations pertaining to water operations and maintenance.

REQUIRED SKILLS

- Critical Thinking - Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, risk analysis techniques, conclusions or approaches to the situation.
- Judgment and Decision Making - Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the full life cycle infrastructure (asset) cost and the "Triple Bottom Line" of potential actions to balance and choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees, managers, and representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan, organize, direct and coordinate daily work routine. Establishes

priorities for the completion of work in accordance with sound time-management methodology. Attends and maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others. Ability to effectively delegate authority necessary to complete responsibilities in varied department activities.

- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Accounting, Budgeting and Financing - Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Engineering (Civil, Chemical, Mechanical, Environmental, Industrial), Hydrology, Water Resources, Physical Science, Business Administration, Public Administration, or a related field and 7-10 years of progressively responsible experience with 5-7 years of supervisory experience or an equivalent combination of education and experience. Professional designation, PE or PG, preferred.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- 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 keyboard or work station.

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 EXPOSURES

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