

GENSEE COUNTY
OPERATIONS MANAGER

DISTINGUISHING FEATURES OF THE CLASS: This is an advanced level management position with significant administrative responsibilities for planning and delivering program services. This position is critical to the management of water and wastewater billings, collections, meter reading, and budgeting; capital projects planning and management and administration/support of other operations and functions. The incumbent will focus on Water and Wastewater operations while assisting all departments, project prioritization and recommendations. The work is performed under direct supervision of the Town Engineer; supervision will be exercised over lower level personnel staff; does related work as required.

TYPICAL WORK ACTIVITIES:

Plan, direct, coordinate, supervise and review the work of all assigned personnel;
Participate in and oversee the water and wastewater billing and collection operations and serve as a backup to the billing clerk;
Resolve billing and collection issues, monitor usage, expense and revenue projections;
Serve as a member of the Water and Wastewater Department's management team and participate in the development/implementation of the town's goals and objectives;
Prepare budget estimates, equipment and bid specification documents, as well as maintaining a variety of records, work reports, and cost records;
Serve as a representative in resolutions of citizen inquiries and complaints and suggest corrective actions;
Monitor maintenance, repair, and capital improvement budgets to evaluate work progress, process, and quality;
Prepare detailed reports and perform cost analysis;
Recommends and develops new policies and implement programs and actions to maintain compliance with local, regional, state and federal laws and programs related to water, wastewater, and solid waste;
Assists in development of Capital Improvement Program projects;
Provide public relations, marketing, grant administration/management, website management; administration of information technology; procurement of goods and services;
Acts as a liaison between departments, staff, management, executive boards, outside agencies and other municipal partners;
Does related work as required.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS:

Good knowledge of project management skills, thorough knowledge of Microsoft Office Suite; knowledge of the water/wastewater operations, management and delivery system; ability to plan and direct projects; familiarity with local, regional, state and federal laws and regulations related to water, wastewater and solid waste; good knowledge of modern methods used in keeping and checking financial accounts and records, including various computer software;

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FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS Cont'd:

good knowledge of modern office terminology, procedures, equipment and business; ability to operate a personal computer; ability to make complex arithmetic computations accurately, analyze and organize data and prepare records and reports; ability to organize and maintain accurate records and files; ability to understand and interpret complex oral instructions and/or written directions; good judgment in customer relations and respond effectively to complaints or disputes; ability to establish and maintain effective working relationships with others; ability to communicate clearly and effectively both orally and in writing; physical condition commensurate with the demands of the position.

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 frequently required to sit, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk, talk or hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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.

The noise level in the work environment is usually quiet to moderate.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, **AND:**

Graduation from a regionally accredited or New York State registered college or university, with a Bachelor's Degree or higher in either public administration, business administration, finance, or math **AND** five (5) years of experience in a supervision/management position dealing with grant and/or budget administration and/or customer relations.

SPECIAL REQUIREMENT FOR APPOINTMENT AND CONTINUED EMPLOYMENT:

Possession of a valid New York State Driver's license at the time of appointment, and maintenance of such license throughout the tenure of employment in the position, or the ability to otherwise meet the transportation requirements of the position.