

Class Title

Production Operations Manager

Class Code

TBD

Salary

\$45.67 – 62.22 Hourly

\$94,993.60 - \$129,417.60 Annually

General Duty Statement

Performs advanced supervisory, managerial, and administrative work overseeing an assigned area of Water's Production division operations within Saint Paul Regional Water Services (SPRWS) including staff supervision, operational planning, budgeting support, capital planning support, regulatory compliance, and the development and implementation of standard operating procedures. Assigned areas of responsibility may include treatment processes, pumping, storage, chemical systems, instrumentation and controls, electrical systems, lab operations, and associated infrastructure. Conducts long-term planning and maintains responsibility for safe, compliant, and efficient water treatment operations. Assists in establishing division priorities, manages operational programs, and coordinates cross-functional efforts. Performs other related duties and responsibilities as assigned.

Supervision Received

Works under the general supervision of an Assistant Division Manager or Division Manager.

Supervision Exercised**Typical Duties (Examples may not include all duties performed)**

1. Plans, directs, and oversees daily operations for an assigned portion of the Water Treatment Plant.
2. Establishes work priorities, assigns work, evaluates performance, and supports employee development and training.
3. Supports the development and administration of a designated portion of the Division's operating budgets; identifies the funds needed, tracks spending, and makes recommendations to management.

4. Participates in short and long-range capital improvement planning for assigned facilities and systems; assists in identifying priorities, scopes, and schedules for capital projects.
5. Leads the development, review, and implementation of standard operating procedures (SOPs), lifecycle management strategies, maintenance practices, and operational policies to improve safety, reliability, regulatory compliance, and efficiency within delegated portions of the division.
6. Coordinates with Engineering, Maintenance, and external contractors on construction, rehabilitation, and preventive maintenance projects within the assigned area of responsibility.
7. Implements and monitors key performance indicators for assigned areas of oversight.
8. Leads continuous improvement initiatives focused on resiliency, reliability, and efficiency.
9. Coordinates outage planning and operational risk mitigation.
10. Ensures compliance with federal, state, and local regulations governing water treatment operations, safety programs, and environmental requirements.
11. Assists with workforce planning, including staffing level assessments, succession planning, and coordination of training needs for assigned operations.
12. Serves as a technical resource and problem solver for complex operational issues; evaluates risks, recommends corrective actions, and escalates high-risk or high-impact issues to division management as appropriate.
13. Represents SPRWS interests at meetings with internal departments, contractors, consultants, regulatory agencies, and the public related to assigned operational areas.
14. Supports emergency response and incident management activities, including after-hours response, assessment, coordination, documentation, and follow-up actions.

Competencies (Not listed in order of importance)

Technical Expertise

- Demonstrates expert knowledge of water treatment plant operations, processes, equipment, and regulatory requirements associated with the assigned infrastructure and processes.
- Demonstrates knowledge of finance principles and ability to develop and administer and manage assigned budgets.
- Demonstrates the ability to evaluate operational and technological needs and recommend improvements, tools, or system enhancements. Understands asset

management principles as applied to water treatment infrastructure and equipment.

- Demonstrates an understanding of the theories, principles, and practices of construction methods for water supply, treatment, and distribution systems.
- Demonstrates an understanding of bargaining unit contracts and administers the provisions of such contracts. Participates in negotiations with applicable bargaining units and handles grievances in accordance with applicable contractual procedures.
- Demonstrates an understanding of the fundamentals of monitoring water chemistry parameters, pressure and flow parameters, and other relevant parameters to ensure reliable treatment and/or pumping processes, appropriate alarming in SCADA, and appropriately informed operations staff.
- Demonstrates the ability to identify risks, develop risk mitigation plans, respond to equipment outages and/or staffing changes, and advise management on risk-minimization approaches.

Decision Making and Problem Solving

- Demonstrates an advanced understanding of the priorities and goals of the division and department. Addresses and resolves the most complex problems relating to the work and informs management as appropriate.
- Demonstrates the ability to plan, manage, and coordinate multiple operational, maintenance, and capital activities simultaneously.
- Demonstrates ability to analyze operational, financial, and performance data to support budgeting, capital planning, and continuous improvement initiatives associated with the assigned infrastructure and processes.
- Demonstrates sound judgement and resolves complex operational issues and determining when escalation to higher management is required.
- Demonstrates the ability to develop and implement long term improvement plans and organize and prioritize work assignments within assigned areas
- Demonstrates an ability to identify, understand, address, or refer issues presented by internal or external customers. Uses interpersonal skills to handle the range of routine to complex issues. Refers an issue or consults with the appropriate personnel inside or outside the City.

Communication

- Demonstrates an ability to communicate effectively, both orally and in writing, with staff, management, contractors, regulatory agencies, and the public.
- Demonstrates an advanced ability to prepare reports, recommendations, and presentations related to operations, budgeting support, capital planning, and performance metrics.
- Demonstrates cultural competency in communicating with people from different cultural and socioeconomic backgrounds and builds collaborative relationships across divisions and with external partners.

Teamwork, Leadership, and Management

- Demonstrates an advanced understanding of the department mission and vision. Understands the roles, responsibilities, and expectations to effectively achieve desired results. Supports the mission, vision, and strategic goals of SPRWS.
- Demonstrates an ability to set clear expectations for direct reports, follows up to monitor progress and ensure that goals and expectations remain clear, and holds direct reports accountable for their performance.
- Demonstrates an ability to create and maintain a positive working environment by sharing expertise with team members, fostering best work practices, and developing a trusting work relationship with team members, clients, or contractors. Fosters a work environment that embraces diversity, ensures cooperation, and promotes respect for all team members.
- Demonstrates an ability to effectively coach, mentor, and develop supervisors and staff to build organizational capacity and continuity. Supports equitable and consistent application of performance management and employee relations practices.
- Demonstrates an advanced ability to identify improvements in work methods, apply them, and guide others in implementing these improvements. Understands the roles, responsibilities, and expectations to effectively achieve desired results.

Customer Service

- Demonstrates a strong commitment to customer service and public stewardship of water resources, balancing the conflicting priorities of resilience and cost of service.

- Demonstrates an ability to respond to difficult requests promptly and appropriately, for service from internal and external customers by resolving issues as they arise and quickly responding to emergent situations.
- Demonstrates an understanding of and respect for the diversity of customers, coworkers, and supervisors, including individuals with disability or whose first language may be one other than English.

Requirements

- Bachelor's Degree in Engineering, Environmental Science, Chemistry, Public Administration, Construction Management, or a closely related field.
- Five years of progressively responsible experience in water treatment plant operations, water quality management, facility/systems maintenance, project delivery, or infrastructure management, including at least two years in a supervisory or managerial role.
- For the Production Division, possession of a Class "C" Water System Operator's Certificate issued by the State of Minnesota within three years of appointment.
- Must possess and maintain a valid Minnesota Class D Driver's License or equivalent out-of-state driver's license.

Supplemental Information

Saint Paul Supervisors Organization (SPSO) - Employee Group 09, Grade 020.

Essential Functions are the functions that the individual holding the position must be able to perform unaided or with the assistance of a reasonable accommodation. The Essential Functions are Typical Duties 1-14.

This job description is part of a class series. The entire class series can be found on the [Maintenance and Operations Job Family](#) where you can search the career progression within the job family.