

Operations Manager

This is an advanced level management position with significant administrative responsibilities for planning and delivering program services, responding to emergency situations, supervising personnel and communicating between staff, management and executive boards.

This position is critical to the management of water and wastewater billings, collections, meter reading, and budgeting; capital projects planning and management; procurement of goods and service; and administration/support of other Town operations and functions. The Operations Manager will focus on Water and Wastewater operations while assisting all Town Departments.

The Operations Manager will develop and implement programs, including but not limited to: operations processes and standard operating procedures; annual budget preparation; representation of the Town to outside agencies and customers; prepare detailed reports and perform cost analysis; and project prioritization and recommendations.

Duties and Responsibilities include (but are not limited to):

- Plan, direct, coordinate, supervise and review the work of all assigned personnel
- 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
- Participate in and oversee the water and wastewater billing and collection operations
- Prepare budget estimates, equipment and bid specification documents, as well as maintaining a variety of records, work reports, and cost records
- Knowledge of the water/wastewater delivery system, along with specific knowledge of the Sensus Flex Net meter reading system and full implementation of the system
- Represent the Town in resolution of citizen inquiries and complaints and suggest corrective actions
- Monitor maintenance, repair, and capital improvement budgets to evaluate work progress, process, and quality
- Recommends 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; grant administration/management; website management; administration of information technology; procurement of goods and services

Required Qualifications:

- Four year technical degree required
- Software integration and information technology project management skills, including proficiency in Microsoft Office suite
- Five(5) years of relevant experience with water meter reading operations, billings and collections
- Seven(7) years of administrative and supervisory responsibility
- Valid NYS Driver's License with clean driving record

Preferred Qualifications:

- Graduation from an accredited four-year college or university is highly desired or has demonstrated management experience with at least eight (8) years' experience in supervisory/management position; and
- Five(5) years of increasingly responsible management/supervisory experience in utility systems metering operations