

SAN FRANCISCO PUBLIC UTILITIES COMMISSION

Wastewater Operations Manager



The City and Its Commitment to Innovative, High Quality, and Reliable Services

The SFPUC is a department of the City and County of San Francisco that provides retail drinking water and wastewater services to City residents, wholesale water to three Bay Area counties, and green hydroelectric power to San Francisco's municipal departments. Its mission is to provide its customers with high quality, efficient, and reliable water, power, and sewer services in a manner that values environmental and community interests and sustains the resources entrusted to its care. Headquartered in San Francisco, SFPUC has roughly 2,300 employees working in seven counties with a combined annual operating budget of over \$900 million.

The City is one of the most livable cities in America. Built on a 49 square-mile peninsula, its unique terrain is bordered on three sides by the ocean and the bay. Exquisitely restored Victorians and modern high-rises crest its seven major hills, and diverse lifestyles flourish side by side. With a regional population of more than 7.1 million people and an annual economy of some \$535 billion, the Bay Area, if it were an independent country, would rank as the world's 19th-largest economy. The region is expected to gain nearly 500,000 jobs over the next decade.

SFPUC Values

- Service
- Excellence
- Trust
- Respect
- Teamwork
- Equal Opportunity
- Communication
- Stewardship

Overview of The City's Wastewater Enterprise

The SFPUC's Wastewater Enterprise (WWE) is mandated to protect public health and the quality of receiving waters in the San Francisco Bay and Pacific Ocean by collecting and treating storm water and sanitary flows within the City and County



of San Francisco. The WWE is responsible for the operation, maintenance, capital improvements, and repair or replacement of its combined sewer system and assets, including four water pollution control facilities with a combined wet and dry weather capacity of 577 MGD; 56 pump stations; 993 miles of sewers, eight transport /storage facilities with 195 MG capacity for combined flows; 36 combined sewer discharge structures, 50 storm water outfalls on Treasure and Yerba Buena Islands; two co-generation systems; and the Southeast Community Facility, a community based/oriented facility with numerous programs and services. In addition, the WWE implements innovative environmental initiatives including green infrastructure approaches to storm water management, and resource recovery efforts. The WWE has a workforce of approximately 450 employees, with a total operating budget of \$277 million.

In 2011, the SFPUC embarked upon the Sewer System Improvement Program (SSIP), on a 20-year, multi-billion dollar city-wide investment required to upgrade the City's aging sewer infrastructure using the latest technology to ensure a reliable and seismically safe sewer system now and for generations to come. The SSIP is a collection of capital investments that will help the WWE meet the SFPUC Commission-endorsed goals and levels of service.

Sewer System Improvement Program (SSIP)

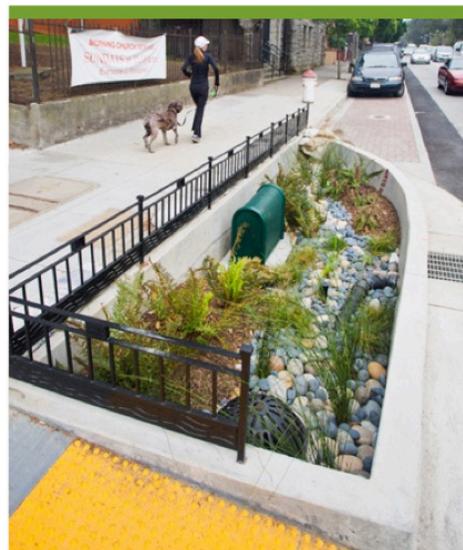
Grey.

Green.

Clean.



**SYSTEM AND SEISMIC
RELIABILITY &
REDUNDANCY**



**INNOVATIVE
STORMWATER
MANAGEMENT SOLUTIONS**



**PROTECTING PUBLIC
HEALTH
& THE ENVIRONMENT**

Wastewater Enterprise Mission Statement

The Wastewater Enterprise is committed to the principles of quality service and environmental stewardship, as outlined in the WWE mission statement:

- Ensure reliability and optimize the life-cycle of physical assets
- Comply with all applicable laws, regulations, permits and policies relating to wastewater and stormwater
- Protect, recover, conserve, and reuse resources
- Advance business practices through optimization, coordination, communication, and accountability
- Forecast, communicate and manage funding for Enterprise operational and capital needs
- Recruit, develop and retain a motivated, diverse, and highly qualified and supported workforce to ensure effective services
- Ensure the safety and security of personnel and facilities, and maintain emergency response capabilities
- Promote strong customer service and ethics
- Foster constructive relationships with neighborhoods, contribute to the community and promote local employment, training and business opportunities

The Position

SFPUC is seeking an Operations Manager to lead the implementation of the Wastewater Enterprise strategic plan including the components of the operational reliability objectives within the SFPUC strategic plan, and to lead and oversee the SSIP project implementation and construction team to insure project success through effective planning, operational coordination and fiscal management. The Operations Manager reports to the Assistant General Manager, Wastewater Enterprise (AGM, WWE) and serves as the Chief Operating Officer (COO) of the Wastewater Enterprise directing the operations of treatment plants and pump stations in The City. The Operations Manager is responsible for successfully operating these facilities under National Pollutant Discharge Elimination System (NPDES) permits issued by the state, under the Environmental Protection Agency (EPA) delegation. In collaboration with other divisions, bureaus, and City departments the Operations Manager coordinates operations activities with plant and pump station capital and construction projects to ensure that operations are not disrupted and regulatory requirements are met.

Responsibilities:

- Organizes, plans, manages, and directs the activities of the Operations Division, including monitoring the work of and coaching direct reports and other subordinates;
- Develops and implements Operations Division goals, objectives, policies, and priorities, and determines appropriate levels of service and allocation of resources to achieve timely and measurable outcomes, within budgets. Adjusts plans and programs as needed to meet emerging requirements;
- Promotes safe work practices and ensures that subordinates adhere to all safety practices, policies, and regulations, including all applicable SFPUC and Cal-OSHA policies and regulations;

- Establishes and implements the WWE Employee Health and Safety Program (in collaboration with SFPUC Health and Safety), and, the WWE Emergency Planning and Response Program;
- Monitors the efficiency and effectiveness of the activities and programs of the Operations Division, including staffing assignments, service levels, and administrative systems and identifies opportunities for improvement, and implements improvements;
- Establishes and maintains excellent relationships with the Maintenance Division, Engineering, WWE Planning and Regulatory Compliance Division, Collection System Division other WWE Divisions, other SFPUC enterprises, divisions, and bureaus, and internal and external stakeholders to coordinate efforts and operational activities with plant and pump station construction projects, to ensure plants and pump stations are operated without disruption and meet regulatory requirements, and to promote and coordinate the function of the Operations Division;
- Communicates regularly with senior management, including the AGM regarding the Operation Division's activities and coordination of efforts with other City departments, including Public Works, in addressing the needs of the City. Represents the Division, as needed, before legislative bodies, boards, commissions, committees, and other organizations;
- Ensures the implementation and uniform application of all management policies. Ensures that employees comply with all relevant City, State, and Federal regulations. Promotes excellent labor/management relationships. Develops staffing plans; monitors staff disciplinary and performance management. Ensures staff development and career training.
- Develops, administers, monitors, coordinates and reviews Operations Division budget. Communicates with the public and staff of other agencies; and
- Acts in the AGM's absence as needed.

Minimum Qualifications

- Possession of a bachelor's degree in engineering, chemistry, biology, biochemistry, public administration, business administration or a closely related field.
- Six (6) years of management experience in wastewater or water utility operations planning, regulatory compliance, or engineering.
- Valid California driver's license, at time of appointment.
- Substitution: Additional qualifying experience as described above may be substituted for the required education on a year-for-year basis up to two (2) years.

Desirable Qualifications:

- Current Grade V Wastewater Treatment Certificate issued by the State of California is highly desirable.
- Inspirational leadership style with the proven ability to manage organizational culture transformation.
- Experience managing a unionized and diverse workforce in a large complex organization comparable to the size of SFPUC.



- In-depth knowledge and understanding of current and future regulatory and environmental compliance issues.
- Demonstrated ability and project management oversight experience of a large capital planning, project delivery and implementation process.
- Excellent people skills and presence to work effectively with and maintain productive relationships with employees at all levels, executive management and various external stakeholders including internal city departments, local, state, and federal regulators and the community.
- Credibility with the capability to lead, motivate and empower employees; able to establish and maintain effective cooperative working relationships with individuals and teams.
- A track record of thoughtful and strategic workforce and resource management that aligns with departmental needs and priorities.
- Proactive problem solver; decisive.
- A demonstrated commitment to environmental stewardship, public health, regulatory compliance and service equity in the planning and delivery of utility services.
- Strong written and verbal communication skills.

Compensation And Benefits

The normal annual salary range is \$151,372 to \$193,180. This salary will increase by 3% in July 2017.

The City & County of San Francisco offers an attractive and competitive benefits package that includes:

- Eleven (11) legal holidays
- Five (5) floating holidays
- Ten (10) vacation days initially
- Paid sick leave
- Social Security
- Life Insurance
- Long-term Disability Plan
- Retirement Plan
- Deferred Compensation Plan (voluntary participation)

- Choice of comprehensive medical, dental and vision benefit plans
- Onsite childcare center for a competitive fee
- Onsite bicycle parking and locker room
- Electric vehicle charge stations

For additional information regarding benefits, visit: <http://sfdhr.org/benefits-overview>

Application Process

The Wastewater Enterprise Operations Manager recruitment is being conducted on a national basis. All application materials received will be screened and evaluated by SFPUC and The Hawkins Company.

How To Apply

To be considered, please submit your online application and resume through the City & County of San Francisco's Human Resource web portal: www.jobaps.com/SF by **July 14, 2017**. To register an account and apply, click on the link for **O942 WWE Operations Manager**. Information provided on your application should reflect size and scope of management experience including staffs managed, operating and capital budgets administered, programs directed, and significant leadership accomplishments. For questions regarding the position, please contact Ms. Brett Byers at 323-403-8279; brett@thehawkinscompany.com or Bill Hawkins at 213-308-0945; bill@thehawkinscompany.com.

For additional information regarding San Francisco Public Utilities Commission please visit: <http://sfwater.org>



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The City & County of San Francisco is an equal opportunity employer, values workforce diversity and seeks to create an environment and culture that embraces employee differences. All qualified applicants are considered in accordance with applicable laws, prohibiting discrimination on the basis of race, religion, color, gender, age, national origin, sexual orientation, physical or mental disability, marital status or veteran status or any other legally protected status. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance.