



CLASSIFICATION NO. 778
Established: 1/13
FLSA: Exempt
EEO: 2

WES TECHNICAL DIVISION MANAGER

CLASS CHARACTERISTICS

Under administrative direction, to plan, organize, direct and manage the administrative, financial, support services, business processes and performance management functions for one or more of the technical divisions within the Department of Water Environment Services; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Water Environment Services (WES) manages and operates the County's utilities service districts including sewage facilities, collection systems, pumping stations, treatment plants and storm and surface water facilities and structures.

The WES Technical Division Manager is responsible for planning, coordinating and administering a comprehensive system of performance management functions in accordance with revenue and expenditure limitations, department requirements and legal guidelines, industry standards and best practices. Incumbents direct and manage the business, financial and administrative functions of their assigned division and facilitate strategic planning, program development, establishment of annual goals and objectives, personnel management and customer service improvements.

The WES Technical Division Manager differs from the Director of Water Environment Services, who oversees department-wide operations and has authority and responsibility for the strategic direction of the department's mission and the outcomes of department performance. The WES Technical Division Manager also differs from the Assistant Director, Water Environment Services, who provides broad strategic and operational support to the WES Department Director regarding policy development and implementation, and who regularly acts in the Director's capacity on key issues in the Director's absence.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Develops and recommends new and revised policies, programs, goals and objectives; establishes priorities and coordinates the preparation of the Division's strategic plans and objectives that align with Department plans; develops annual work programs; participates in long range planning, monitors division and Department operations for successful obtainment of targeted performance metrics.
2. Assists the department director in the administration of designated projects including coordination of staff, consultants and contractors; facilitates and coordinates revenue and

resource sharing among the various divisions; develops systems and controls within an assigned division to improve quality of business processes and performance; promotes excellence in customer service, executes customer service enhancement programs, including timeliness and effectiveness of responses to inquiries and complaints; assists in the development of improved internal communications standards, including strengthened communications with the Director, County Administrator and Board of County Commissioners.

3. Assists the department director and management leadership team with District budget development and administration; analyzes and develops financial, operating and investment policies; ensures compliance with professional and legal industry best practices and standards; accountable for the legal and propriety of expenditures and purchasing practices; establishes financial initiatives and standards.
4. Assists in presenting budget proposals to County budget committee, Board of County Commissioners, advisory groups and performing other agency coordination; researches and recommends funding sources and cost control measures.
5. Hires and directs division staff to provide quality services to citizens, department employees and other County department staff; prepares performance evaluations; recommends and administers progressive discipline; conducts, coordinates and/or facilitates staff training and development programs; promotes professionalism and cooperative team efforts among staff, department personnel and with other County department; may participate in the collective bargaining process as a member of the negotiating team.
6. Participates in the coordination and investments of financial and operating and management information systems; develops priorities and coordinates system goals and operations; prepares and reviews financial and technical reports, work papers and technical documents; develops and translates Divisional and department policies, procedures and systems into best management practices.
7. Manages various efforts to monitor, assess and evaluate the impact of industry and economic changes on department and Divisional operations, including tracking of the successes and failures of other regional service providers; assesses industry benchmarks; plans and facilitates the annual strategic planning processes and goal setting efforts.
8. Establishes rapport, builds coalitions and coordinates with similar agencies in order to support, oppose or amend pending litigation and/or legislative proposals; provides and coordinates information and testimony before legislative committees, regulatory agencies and other appropriate bodies; promotes and provides information to and cooperates with members of the Legislature, their staff and other officials on matters of interest to the department; maintains and provides continual review of all pending and current legislation before the Legislature of the State of Oregon relevant to the department; keeps the Director fully informed at appropriate intervals of these matters.
9. Represents the department to public and private agencies and groups; makes technical presentations before commissions, boards and the public; responds to citizen inquiries and complaints; researches, mediates and resolves technical, sensitive and/or controversial issues and concerns for internal and external customers; coordinates department work efforts and objectives with other county departments or divisions and the community; represents the department to elected officials, outside agencies, the community and media.

REQUIRED KNOWLEDGE AND SKILLS

Thorough knowledge of: Principles and practices of business operations, including personnel management, business plan development, program planning and budgeting, grant and contract preparation and administration, economic development and participative management theories; generally accepted accounting principles, systems, procedures and controls; federal, state and local statutes, rules and regulations applicable to the area of assigned responsibility; State of Oregon budget laws; state and local government operating methods and procedures; state and local legislative processes; techniques of mediation, negotiation and public relations; principles of community organization and citizen involvement; and labor relations.

Skill to: Communicate effectively, both orally and in writing; prepare and deliver oral presentations to public and private groups; formulate and implement operational, fiscal and administrative policies; plan, develop and evaluate funding requirements; prepare and justify budget requests and grant proposals; review contracts for compliance with County policies and legal requirements; interpret, explain, evaluate and recommend accounting policies and procedures; implement and use computerized financial information and reporting systems; analyze and evaluate comprehensive research studies utilizing various sources of information; prepare clear and concise reports; interpret and apply appropriate federal, state and local laws, regulations and codes; direct and monitor staff in continuous efforts to improve quality, productivity and effectiveness; promote and incorporate team participation in decision making; respond to changes desired by citizens and County staff; establish and maintain effective working relationships with the public and other County personnel, special interest groups, elected officials, and other public and private agencies.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of eight (8) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: none.

PRE-EMPLOYMENT REQUIREMENTS

Driving is required for County business on a regular basis or to accomplish work. Incumbents must possess a valid driver's license, and possess and maintain an acceptable driving record throughout the course of employment.

Edited: 6/22