

DIRECTOR OF INFRASTRUCTURE OPERATIONS
(Niagara Falls Water Board)

DISTINGUISHING FEATURES OF THE CLASS:

This important work is responsible for the planning, managing and operation and maintenance of the system's assets. The Director of Infrastructure Operations, under the general direction of the Executive Director, and with the assistance of staff, is engaged in the operation, maintenance and repair of the Water Board's water and wastewater plants, collection and distribution systems. This position makes decisions on administrative and operational matters and ensures effective achievement of management objectives. The incumbent participates with other senior managers to establish corporate strategic plans and objectives. Responsibilities include ensuring an adequate potable, sanitary and storm water system for the Water Board's service area. The incumbent participates in collective bargaining negotiations and administering labor contracts. General direction is received from the Executive Director with considerable leeway given for exercising independent judgment in carrying out assignments and dealing with emergency situations. The Director of Infrastructure Operations performs other work as required.

TYPICAL WORK ACTIVITIES:

Responsible for one or more of the following: Supervises facilities and staff, including training, personnel development, review, etc.;

Develops and reports on key performance activities including: cost savings, energy reduction, customer satisfaction results, financial objectives and quality initiatives as requested by Executive Director;

Works in conjunction with other Water Board management and staff to manage contracted services and vendor relationships, including: building maintenance, process support, engineering and service technicians;

Establish a cohesive staff, which concerns itself with long term planning and program development to efficiently and effectively protect the Board's system assets through the application of life-cycle asset management practices;

Develops and implements programs which achieve the optimum balance between corrective and preventative maintenance activities;

Organizes, directs and controls the operation and maintenance of the water and wastewater facilities: work with other Water Board management and staff in preparation of capital and annual operating budgets for both the Water and Wastewater Facilities;

Approves budget requests and monitors facility budget expenditures;

Administers, with staff, applicable contractual agreements;

Prepares accurate records and reports of facility operation and maintenance for management review;

Confers on behalf of the Executive Director with county, state and federal officials and agencies regarding regulations, compliance and objectives;

Develops and enforces policies, procedures and the Rules and Regulations of the Water Board, ensures compliance with all federal and state rules and regulations governing the system's operation;

Works in conjunction with other management and staff to develop and coordinate safety and personnel training programs for new and existing employees;

Oversees contractual agreements with customers for supply of water and sewerage;

Responds to customer and public complaints concerning water and wastewater infrastructure;

Confers and coordinates, in conjunction with other Water Board management and staff, customer support services concerning water and sewer issues, legal claims and billing issues;

Represents the Board or Executive Director as necessary at public functions and forums.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of modern practices, principles of administration, supervision and management, and good knowledge of the plant operations and experience in managing in a quality controlled facility which includes testing, documented and audited controls to protect customers; utility operations and plant maintenance practices; good oral, written, communication and interpersonal skills; ability to plan,

organize and direct a large staff of professional and sub-professional employees; advance the organization towards its goals and missions; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with A Bachelor's degree and a minimum of ten (10) year's progressive management experience in a union environment.

Special Requirement: Possession of a valid New York State Driver's License.

NOTE: Additional education beyond a Bachelor's degree may not be substituted for the experience requirements. Additional experience beyond 10 years cannot be substituted for the Bachelor's degree.