

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE: UTILITIES TECHNICAL SERVICES MANAGER**

**DEPARTMENT: PUBLIC WORKS-UTILITIES**

**BASIC FUNCTION:**

Under general direction, plan, direct, coordinate and manage technical programs and activities for the Utilities department including asset management, warehouse management, maintenance planning, SCADA/automation control, Capital Improvement Program budgets, i.e. annual pipe and valve replacement programs, and the use of data and technology to support business functions. Advise and make recommendations to the Utilities Director and department management staff. Supervise assigned staff and mentor junior staff. Work with Utilities management staff to ensure regulatory compliance. Oversee a variety of operations and capital improvement activities to ensure efficient delivery of Utilities programs and services.

**KEY RESPONSIBILITIES:**

Oversee the intermediate and long-range financial planning activities, strategy, budget preparation and administration for the Utilities asset management program, the SCADA system, utilities technology, and maintenance planning activities. Oversee the development of complex technical and planning studies.

Recommend and implement policies, procedures and standards relating to asset management, automated process control systems, warehouse management, maintenance planning, regulatory compliance and other Utilities programs as needed.

Plan, manage and execute the program budgets in the Capital Improvement Program. Oversee development of capital improvement projects, including consultant and contractor selection process, RFQ/RFP development, construction bidding process and scope of work development. Work with other departments and outside agencies to coordinate capital improvement activities.

Prepare reports, staff reports and presentations. Review and edit department documents. Lead master plan updates. Present to Utilities, other departments and City Council/CMWD Board.

Primary Utilities liaison to Information Technology (IT), Geographic Information Systems (GIS) and Business Systems. Work with Business Systems and IT staff to understand and prioritize Utilities data, information and technology requests. Coordinate the use of technology for Utilities operations.

Develop metrics for monitoring operations and maintenance activities. Review and analyze metrics and other operational data regularly and work with operations and maintenance staff to adjust business processes and activities to ensure the efficient delivery of services.

Monitor and control expenses in accordance with department budgets. Manage both management and general employees. Recruit, train, coach and develop staff.

Attend regional meetings and conferences.

Fill in for the Utilities Director in his/her absence when assigned.

Regularly exercise discretion, independent judgement and decision making. Independently perform highly responsible, sensitive and complex technical and administrative tasks.

Perform other duties as assigned.

### **QUALIFICATIONS:**

To perform a job in this classification, and individual must be able to perform the essential duties as generally described in the specification. The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Knowledge of:

- Principles and practices of asset management, automated control systems, maintenance planning and warehouse management.
- Principles of GIS, system design, SQL databases, business intelligence, computerized maintenance management programs and cybersecurity.
- Project management tools and methodologies.
- Research methods and techniques, and methods of report presentation.
- Principles and techniques for developing performance measures.
- Principles and practices of organization, administration, budgeting and personnel management.
- City policies, procedures and practices regarding area of assignment.
- Applicable federal and state laws, rules and regulations.
- Principles of labor relations, supervision, training and performance evaluation.
- Microsoft Office 365 tools including Word, Excel, Teams, Visio, SharePoint and Project.

Ability to:

- Plan, organize and implement comprehensive programs for assigned functional area.
- Plan and manage multiple projects.
- Provide administrative and professional leadership.
- Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.
- Make recommendations and decisions in accordance with laws, regulations, policies and procedures.
- Effectively communicate orally and in writing.
- Effectively communicate with both technical and non-technical staff.
- Direct, supervise, train and evaluate assigned staff.
- Work independently and as part of a team.
- Establish and maintain effective relationships with employees at all levels and all areas of the organization.
- Organize and set priorities and exercise independent judgement within areas of responsibility.
- Represent the City of Carlsbad and Carlsbad Municipal Water District effectively and professionally in dealings with vendors, consultants and outside agencies.
- Participate in assigned roles in the Department and/or Emergency Operations Center.

## **EXPERIENCE AND EDUCATION:**

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities is qualifying. A typical background would include:

- Equivalent to a bachelor's degree from an accredited college or university in public administration, engineering, finance, information technology or a related field. A master's degree is preferred.
- Continuing education coursework in the area of assignment is preferred.
- Seven to 10 years' progressively responsible experience managing programs and projects. Five to 10 years supervising employees.
- A background in asset management and SCADA in water and wastewater is preferred. Water and/or wastewater certifications are preferred.

## **SPECIAL REQUIREMENTS:**

Possession of a valid Class C California Driver's License or the ability to be transported throughout the city.

## **PHYSICAL STANDARDS AND ENVIRONMENT:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk on level ground or other terrain, stand, climb on ladders, stoop, bend and squat. Specific vision abilities required by this job include close vision and the ability to adjust focus, depth perception and color vision.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; properly read and interpret data, information and documents; analyze and solve problems; use math and apply mathematical reasoning; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed and complex work on multiple, concurrent tasks; work with changing deadlines and frequent interruptions; and interact with staff, Council members and others encountered in the course of work.

Work is performed mainly in an office environment; however, an employee may be required to operate in a field setting, and as a result may be exposed to weather conditions and loud noises, extreme heat or cold, or wet or humid conditions. The employee is required to meet with other staff, the public and officials at various city locations and may travel to off-site locations as necessary.

This is an at-will management classification.

DATE APPROVED: July 1, 2021