

PUBLIC UTILITIES QUALITY ASSURANCE MANAGER

SUMMARY: Under general direction, manages administrative and technical work to ensure programs and activities adhere to applicable safety standards, policies, permits and regulations for water and wastewater distribution, treatment; performs technical work and directs work in maintaining the Supervisory Control and Data Acquisition (SCADA) systems and computerized maintenance management systems (CMMS); and represent high quality work performance standards. Supervises the SCADA Technicians and other clerical personnel. This position reports to the Director of Public Utilities.

ESSENTIAL FUNCTIONS: *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

DUTIES AND RESPONSIBILITIES: *(Which are **not** in any hierarchical order)*

1. Performs administrative and technical work to ensure compliance with federal, state, and local laws, regulations, standards, ordinances, and City and departmental policies as they relate to the quality and safety of routine and emergency work in the operation and maintenance of water and sewer distribution and water and wastewater treatment facilities.
2. Monitor department water and wastewater permits from various local, State, and federal agencies ensuring permit compliance is maintained; includes managing permit data base, submittal dates for monthly, quarterly, semi-annual and annual reports, permit renewals, changes and updates; manages department permits for water and wastewater functions issued by various local, state and federal agencies.
3. Inspects operations, maintenance and construction activities, structures, offices and equipment for compliance with code requirements regarding fire, health and life safety, and compliance with quality standards, advises appropriate parties of discrepancies and steps required to resolve problems.
4. Conducts field inspections of working environments for productivity and compliance with operation, maintenance, and safety regulations, policy and procedures, including but not limited to meter reading, maintenance and repair of water and sewer mains, services, valves, hydrants, meters, pumps, reservoirs, asphalt and concrete repairs.
5. Manages system and network administration including design, analysis, configure, implement, maintain, troubleshoot, test, upgrade, secure, and document the Public Utilities SCADA local and wide area network systems (LAN/WAN), security systems, storage systems, disaster prevention and recovery systems, and all cabled and wireless communication systems related to the SCADA network.
6. Manages and supervises Computerized Maintenance Management Systems (CMMS) for all Public Utilities Divisions; manages data collection for the Department CMMS benchmarking, including quarterly and annual data reporting; supervises the work of the SCADA-CMMS Technicians; trains system operators in the operation of equipment and implementation of procedures.
7. Responsible for directing and assisting in the evaluation, analysis, design, programming and implementation of highly complex information processing systems and procedures.
8. Responsible to provide uninterrupted service to large scale production facilities regulated under the Florida Administrative Code (FAC). Operation and coordination of City's Utilities is paramount to maintaining compliance with the FAC.
9. Analyzes, evaluates and reviews systems and procedures to provide solutions to reported problems or to improve current operations of the computer-based process control system; communicates evaluations, alternatives, solutions and recommendations to management, users, co-workers, contractors and vendors.
10. Manages Installation of various SCADA monitoring equipment and software throughout the water and wastewater system, including adding and modifying database for Geographic Information System (GIS); creating and maintaining SCADA controls database for Public Utilities computer system, including utility work orders.
11. Oversees maintenance of SCADA equipment; evaluates, designs, programs, tests and implements highly complex information systems and procedures; evaluates complex test data and unit tests to assure correction of program errors; evaluates and modifies existing programs or modifications to

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- existing ones to ensure correction of program deficiencies by revision to instructions or altering the sequence of operations.
12. Coordinates, conducts and develops (when required) programs to train personnel in operations, maintenance, construction and safety policies and procedures for various departmental operations.
 13. Coordinates or develops and conducts special training programs to assist employees in meeting water and wastewater system State certification requirements; maintains training files for employees and advises employees and appropriate supervisory personnel of requirements for training or refresher training
 14. Receives and investigates accident reports and complaints pertaining to the safety and health of employees, maintains accident and injury reports; informs City officials and administrator of code violations, preparing and sending correspondence as necessary.
 15. Audits and makes recommendations regarding customer complaints; reviews and makes recommendations regarding customer surveys
 16. Manages and monitors department benchmarking program; researches best management practices in water system operation, maintenance, and safety, and develops specific written policies and procedures governing routine work programs in compliance with SFWMD Capacity Management Rules, Palm Beach County Health Department and ISO 14001.
 17. Acts as Public Utilities asset Manager; monitor asset management and ISO 14001 certification requirements for the department; and develop Life Cycle Cost Analysis for Public Utilities assets, including vehicles, heavy and light equipment.
 18. Develops customized Actuate reports and enhances existing ones. This includes Actuate, e-spreadsheet, e-query, KPI (Key Performance Indicators), and Start Centers.
 19. Advises personnel of operation, maintenance, or safety regulation changes or modifications affecting workplace operations and need for appropriate equipment or supplies.
 20. Assists the various Public Utilities Divisions in the administration of after normal hour's on-call operations; audits and makes recommendations concerning work logs and productivity.
 21. Monitors and recommends changes to engineering standards for SCADA system for all new water treatment, water storage tanks, pumps construction, wastewater treatment, and lift stations.; participates in the development and implementation of all SCADA. technical policies and procedures including those for architecture, security, disaster recovery, standards, purchasing and service provision.
 22. Monitors and recommends changes to established development and administrative standards.
 23. Conducts and participates in a variety of meetings with the City's Risk Manager, Division Managers and employees to insure their practices and procedures comply with federal, state and local safety codes; serves as a technology liaison between the City's MIS division and the Public Utilities Department.
 24. Serves as member of various committees, panels, commissions, etc., attending meetings and providing input based on expertise and observations, as appropriate; maintains liaison with other departments to ensure smooth flow of operations and communication.
 25. Attends seminars, conferences, workshops, classes, lectures as appropriate, and reviews professional journals and other documents to enhance and maintain knowledge of trends and developments in water system operation, maintenance, and safety.
 26. Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of permitting requirements for various local, State and federal agencies concerning water, wastewater, wetlands, stormwater, pumping operations and water quality parameters.
- Considerable knowledge of modern workplace safety principles and practices, accident prevention and investigation, and methods of eliminating hazardous conditions.

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- Considerable knowledge of state and federal laws, standard codes, regulations, and established policies pertaining to occupational safety and health programs, including applicable OSHA regulations.
- Considerable knowledge of water and wastewater system operations, maintenance, repair and construction practices, including pipeline, hydrants, valves, meters, pumps, reservoirs, asphalt and concrete repairs, excavation and backfill, and water quality hydrant flushing.
- General knowledge of Computerized Maintenance Management Systems (CMMS).
- Knowledge of industrial electronic and electrical system controls, radio modem communications, serial communication protocols, Microsoft SQL database structure, and CISCO network technologies.
- Knowledge of PLD programming and troubleshooting, setup and troubleshoot of personal computers, servers configuration and troubleshooting, and configuration and execution of server backups.
- Knowledge of Supervisory Control and Data Acquisition (SCADA) systems.
- Knowledge of the principles of program and project management.
- Thorough knowledge of data processing and computer programming techniques, systems and methods.
- Considerable knowledge of the principles and techniques of systems analysis and design and its application to data processing.
- Ability to supervise and manage daily functions of highly skilled technical employees for CMMS management.
- Ability to supervise, coordinate, and evaluate and critique the work of others.
- Ability to make through operation, maintenance, and safety inspections and prepare clear and concise reports.
- Ability to prepare and conduct effective training programs and to prepare and present PowerPoint presentations.
- Considerable knowledge of office procedures, methods and practices.
- Skill in recognizing, analyzing and providing solutions to difficult data processing problems.
- Ability to recognize, analyze, and solve moderately complex problems in a logical manner and to analyze data and produce related reports.
- Ability to communicate effectively orally and in writing, speak before groups of people.
- Ability to prepare clear and concise instructions and technical procedures, and convey them orally and in writing.
- Ability to analyze operations and to organize their component parts into logical systems and to detect and correct system failures and report programming failures.
- Ability to exercise considerable independent judgment and initiative in independently performing assigned projects.
- Ability to make administrative decisions and fairly enforce laws, ordinances, regulations and departmental policies and procedures.
- Ability to deal tactfully and firmly with City officials, architects, engineers, developers, contractors, and the general public.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Must possess physical characteristics to perform essential duties of the job including sit at a desk for long periods of time in front of a computer terminal; intermittently twist and/or bend to reach equipment or supplies; perform simple grasping and fine manipulation; use telephone and computer keyboard on daily basis; use color visual acuity. The City of West Palm Beach promotes and maintains a drug/alcohol free work environment through the use of mandatory pre-employment and random drug testing for certain employees.

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MINIMUM QUALIFICATIONS: Bachelor's degree from an accredited college or university with a major in quality, business administration, public administration, engineering, environmental protection, occupational safety and health, or related field, and five (5) years experience in quality assurance, occupational safety inspection, engineering functions and/or training work, or any equivalent combination of training and experience. Three (3) years lead and/or supervisory experience, required. Masters degree, highly desirable. Experience and/or training in water and wastewater utility operations, highly desirable.

A valid Florida driver's license, required. A valid driver's license from any state (equivalent to a State of Florida Class E) may be utilized upon application; with the ability to obtain the State of Florida driver's license within 30 days from day of appointment.