



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 802.4

Job Title: **HOUSTON WATER OPERATIONS MANAGER**

Pay Grade: 29

### **GENERAL SUMMARY:**

Manages and directs the significant operations, related activities and personnel in Houston Water.

### **RESPONSIBILITIES:**

- Enacts City and Houston Public Works policies; develops, maintains and interprets Houston Water policies, ensuring consistent application.
- Plans, organizes, directs, and reviews various operations, facilities and personnel in Houston Water.
- Works cooperatively and coordinates activities with other service lines and departments, related outside agencies, committees and civil associations.
- Reviews and evaluates methods and procedures regularly to maintain and improve efficient operations; evaluates individual and group performance; makes needed improvements.
- Maintains current knowledge of technological and legislative/regulatory changes which affect activities and initiates actions made necessary by such changes.
- Implements and participates in modifying emergency preparedness plan. Gives personal attention to emergency or special issues; responds to complaints or inquiries from the public, City officials or outside agencies.
- Develops objectives, productivity measures and monitors performance of personnel.
- Prepares and implements plans for meeting Federal, State, and City legislative requirements.
- Forecasts future program needs and identifies scope of budget and capital programs. Conducts periodic reviews of expenditures and makes program or budget adjustments as required. Oversees preparation of annual operating budget request.
- Presents information concerning Houston Water to interested citizens' groups, outside agencies and City officials.
- Reviews hiring recommendations and job performance evaluations for consistency and compliance with City policy and procedure, AA/EEO goal implementation, and effective counseling and career development training for personnel.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree or certification/licensing in a technical specialty program of over four (4) years duration are characteristic of this level.

## **SPECIFICATIONS: (continued)**

### **EXPERIENCE:**

Seven years of progressively responsible experience closely related to the activities of Houston Water operations are required.

**Certification:** Requires a Texas Class "B" Water or Wastewater Operator's certificate appropriate to position location, i.e., surface water, groundwater, distribution, maintenance wastewater plant, wastewater.

### **COMPLEXITY:**

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

### **IMPACT OF ACTIONS:**

Errors in work could lead to significant expense and inconvenience. Work is typically performed under general direction with policy direction provided. The incumbent participates in setting his/her own work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a Manager or the equivalent over the Assistant Managers or first-line supervisors. This position has significant levels of input as it pertains to personnel actions such as hirings, terminations and pay changes.

#### **Indirect Supervision:**

Involves supervision and evaluation of work as a Manager or the equivalent.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with Managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description. Performs related work as required.

## **JOB FAMILY:**

Houston Water Operations Technician I  
Houston Water Operations Technician II  
Houston Water Operations Supervisor  
Houston Water Operations Section Chief  
Assistant Houston Water Operations Manager  
Houston Water Operations Manager

*Effective: October 1990*  
*Revised: October 2021*