Eastern Band of Cherokee Indians
Job Description

Position ID Number:	981514001	**Last Revised:**	6/8/2017
Position Title:	Manager, Water/Sewer Operations & Maintenance	**Department:**	Water/Sewer O & M
Reports to:	Director, Infrastructure and Public Facilities	**Division:**	Administration

Primary Function: Oversees and manages the general operations, construction, finances, budgets, and repair procedures inthe expansion, upgrade and maintenance of tribal systems for potable water distribution and waste water collection. Manages operations in the most efficient and cost effective manner possible. Complies with all applicable local and EPA regulatory guidelines, permits and ordinances.

Job Duties and Responsibilities:

- Manages the daily operations for the tribal water distribution and waste water collection systems.
- Meets with subordinates to review daily schedules, evaluate problems, develop priorities and make recommendations for department activities.
- Provides assistance as needed through technical advice, training, problem solving and consultation on specific work.
- Responsible for insuring appropriate licenses and certificates are held by all appropriate staff
- Insures training is completed for all staff to maintain licenses and certificates.
- Directs meter reading and subsequent shut-offs for non-payment of bills.
- Insures that public notices are published or posted in accordance with federal regulations when incidents occur in the water distribution or wastewater collection system.
- Implements contracts for services not available inside the Tribe.
- Assists in the development and implementation of the maintenance and construction programs for the water and waste water collection systems.
- Consults with department engineer to plan for the orderly replacement and upgrading of water and waste water collection systems.
- Prepares department budget and makes recommendations for the purchase of new equipment, replacement of equipment, staffing, salaries, etc.
- Makes contacts with other tribal departments or outside agencies to gain information or authorization on specified water/wastewater operations.
- Administers federal grant programs according to specifications and budget requirements.
- Oversees the purchasing and storage of department materials/supply inventory.
- Evaluates billing problems/questions and makes decisions as required.
- Oversees the reporting/documentation of department operations and activities. Prepares special reports as requested.
- Responds to unusual customer situations and represents the departments' position on policies, procedures, and billing questions.
- Assures department personnel and activities are in compliance with all applicable tribal guidelines, ordinances and regulations such as OSHA and EPA.
- Recommends the selection, promotion, termination, and disciplinary actions of department personnel.
- Monitors, implements, and fully complies with required maintenance and reporting as

mandated through the U.S. Environmental Protection Agency under the Safe Drinking Water and Clean Water Act, as amended (33 USC 1251 et seq.).

- Coordinates the training of employees to ensure certifications are met.
- Completes "competent person" training and OSHA safety certifications as required.
- Keeps department director informed of water/wastewater line operations, activities, unusual situations, and appropriate communications.
- Maintains "on call" status at all times to respond to emergencies/weather situations, is considered essential personnel and required to respond appropriately.
- Performs job duties according to established safety guidelines and tribal policies.
- Performs other duties as requested by the Director of Infrastructure and Public Facilities.

Education /Experience:

A bachelor's degree preferred. An Associate's Degree and/or technical training in Environmental Studies, Engineering, or Water Distribution/Waste Water Collection Systems is required along with practical job experiences in the field of up to five (5) years. Must have four (4) years of supervisory experience, preferably in the Water and Sewer field. Up to one year work experience in the position would be required to become proficient in most phases of the job. Must possess or be in process of attaining required licensure through the State of North Carolina or approved Tribal entities for Water Distribution (Class A) and Waste Water Collection (Class 4) and other related training required. Must have a valid North Carolina Commercial Driver's License.

Job Knowledge:

Must have a thorough knowledge of the procedures, policies and practices of the tribal water distribution, water treatment and waste water collection and treatment systems. Requires skill in use of all department equipment. Must be knowledgeable of all applicable regulatory ordinances, guidelines and permits including EPA and OSHA. Must be able to plan, coordinate and direct department operations. Requires the ability to perform administrative tasks for the department. Must have good communication skills both written and verbal. Must know budgetary and inventory requirements for the department. Must be able to interact successfully with department personnel and operate with effective supervisory skills.

Complexity of Duties:

Deals with varied situations requiring the evaluation of circumstances/problem solving, the development and implementation of an appropriate action or response. Encounters unusual and non-routine situations/some of which could be emergencies requiring fast response and decisions.

Contact with Others:

Interacts frequently with coworkers, professionals and customers in the exchange of information and technical discussions. Must interface with others using tact, courtesy and professional conduct.

Confidential Data:

Has access to budgets, salaries/personnel files, employee related information, and management discussions that should not be disclosed. Must adhere to all tribal confidentiality policies and procedures.

Mental /Visual /Physical Effort:

Close mental concentration is necessary while solving problems/planning and coordinating department activities. Physical requirements of the job include the need to stand, walk, sit, climb, stoop, kneel, crawl and reach with arms and hands. Manual dexterity and visual acuity are required. Good eye/hand/foot coordination is necessary. Must use the sense of smell, have the ability to distinguish colors, speak and hear.

Environment:

Works in a normal office environment with frequent visits to field operations. Could have exposure to inclement weather and messy working conditions or occasional hazardous situations where all safety procedures must be followed.

Extent of Supervision:	Has the responsibility for the daily operations, efficiency and productivity of the water and wastewater group. Accountable for the budget and personnel, carries out supervisory responsibilities in accordance with tribal policies and procedures and applicable laws. Duties include the interviewing, hiring, training, evaluating, disciplining and promotion of employees.
Scope of Supervision:	Directs the job functions of approximately 35 employees.
Supervision Received:	Works under the general direction of the Director of Infrastructure and Public Facilities. Overall goals, objectives and job parameters are defined and must function within established regulatory guidelines.
Responsibility for Accuracy:	Gives approvals to subordinates on situations where errors could be costly to repair, detrimental to customer relations or hazardous to employee safety. Undetected errors could have minimal impact or have far reaching consequences depending upon the situation.