

ICARMICHAEL WATER DISTRICT
Classification Specification

Job Class: Business Operations Specialist
FLSA Status: Exempt
Supervisor: Department Manager
Effective Date: September 17, 2024

Description

This is a single level class where employees within this class perform the full range of duties as assigned including serving as subject matter expert to the assigned departments and areas. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

The Business/Operations Specialist provides operational, administrative, analytical and technical support to the Finance and Engineering Departments. Under supervision of the Department Manager, this position performs technical and professional work in conducting various business analyses and forming recommendations for operational and system improvements; coordinates various analytical and systems activities with other District staff; and performs other related work as required. When assigned in the Finance Department, employees perform a variety of finance analysis, public contracting, purchasing, and procurement, facilities management, warehouse/inventory management, and facility management. When assigned in the Engineering Departments, employees perform project management duties, data/operational analyses, and system evaluations and improvements.

Distinguishing Characteristics

This is a professional/senior level class position and requires substantial knowledge in all procedures related to assigned areas of responsibility. This position requires the possession of education, experience, certification, and the knowledge and ability to perform the full range of duties assigned at a proficient and independent level.

Essential Duties and Responsibilities

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time. The percentage of time spent performing the key accountabilities of the job may vary based on the manager, departmental or functional unit needs.

Employees in this job classification will perform the following duties regardless the assigned departments:

- Prepare, analyze and evaluate reports on a wide variety of items including variances related to specific department work processes, regulatory requirements, budgets, capital expenditures, work orders, departmental and/or organizational performance, etc.
- Provide general administrative support for day-to-day managerial and departmental needs and special projects, which may include but are not limited to, composing correspondence, obtaining permits, preparing and distributing meeting minutes, processing purchasing card and fleet related expenses, initiating purchasing transactions, document preparation, etc.
- Work collaboratively with other functions to optimize business performance and customer satisfaction.

Compliance:

- Participate and comply with safety programs and procedures for employees.
- Monitor local, state and federal regulations to ensure compliance and analyze complex and technical procedural questions by researching, interpreting and explaining policies, procedures and regulations.
- Work with consultants and other agencies on regulatory/compliance requirements, documents, and reports.

- Assist with training and development, knowledge transfer, instilling safe work practices, regulatory and environmental compliance activities. Audit work zones and operations facilities for safety, security, environmental compliance, productivity and efficiency.

Finance Department

Purchasing/ Warehouse/Inventory:

- Assist all departments in identifying sources and obtaining product information.
- Manage the District's procurement of supplies, materials, equipment, and professional services in support of District's needs in accordance with District policy. Develop and manage Requests for Proposals (RFPs), as applicable.
- Adhere to the Department of Industrial Relations and Public Contract Code requirements.
- Compile and accurately enter purchase and receipt data into the purchasing and inventory modules of the financial software.
- Manage the administration of contracts including implementation, monitoring and insurance certifications.
- Oversee the inventory and control with accurate receiving and inventory counts, relocate, reordering and restocking incoming and outgoing parts and reconciliation between purchasing, receiving, inventory, and general ledger utilizing a computer purchasing and inventory control system.
- Ensure compliance of risk management and loss control and coordinate inventory verification with District auditors in verifying inventory.
- Manage surplus/disposal program.

Facility Maintenance:

- Plan, organize, and oversee inspection, maintenance, and repairs of the District Office, Corporation Yard, and Water Treatment Plant.
- Responsible for building's quality control – inspect facility and work areas to eliminate deficiencies, improve facilities, and make recommendations.
- Continually evaluate the effectiveness of maintenance procedures and programs and make changes/recommendations. Prepare regular schedule of District's standard of care and long range plan.
- Administer the facility maintenance work order system and ensure work orders are completed on schedule.
- Complete safety and compliance activities (i.e. inspection, logs, reports, etc.) which include but are not limited to; vehicles, equipment, facilities, and tools.

Fleet Management:

- Manage and maintain fueling system and equipment for fuel levels, consumption and variance reports, pumps, and storage tank.
- Maintain and complete vehicle maintenance logs and schedule service.
- Coordinate repairs and arrange for testing and required certifications (e.g.: diesel requirements, smog, etc.).
- Pick up and deliver vehicles and equipment for repairs.
- Ensure DMV, insurance, and District records are maintained accurately.

Administrative Support:

- Compose responses to correspondence containing routine or technical inquiries.
- Gather, organize and facilitate distribution of a variety of information and materials.
- Assist in the development and monitoring of an assigned program budget.
- Test, verify, and use District billing and meter reading software.
- Use and evaluate security system software and video.
- Investigate departmental calls, complaints, reports of encroachment and vandalism and claims and take necessary corrective action.
- Coordinate with IT and vendors for computer upgrades, repairs, warranty, etc.

Engineering Department

Reports, Correspondence, Records and Files:

- Research, analyze, and compile data for reports.
- Maintain accurate and up-to-date files by developing, preparing, and monitoring tickler files, various logs, and records.
- Develop and maintain current/updated technical policies and procedures related to the activities of the department.

Qualifications

Employees in this class must possess ***proficient knowledge and proficient abilities*** identified below:

Knowledge of:

- Inventory/warehouse principles and implementations.
- Principles and practices of public and business administration.
- Methods of research, program analysis, data analysis and report preparation, computer systems, project management, and project life cycle tools
- Risk management and loss prevention.
- Methods, tools, and equipment used in meter reading and GPS.
- Principles and practices of recordkeeping, systems and procedure analysis, business analysis, databases and data management systems.
- Financial applications such as Accounts payable, Accounts Receivable, General Ledger, Fixed Assets, Job Cost, Budget, and Inventory and Purchasing.
- Federal, state, county, local, and District regulatory compliance.
- Principles and practices of effective oral and written communication.
- Budget development and fiscal controls.

Ability to:

- Apply advanced analysis methodologies for system evaluation, studies, and reports.
- Utilize effective project management skills to oversee system implementation or upgrade projects
- Interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts and graphics to summarize results.
- Develop and control budgets.
- Analyze situations and make sound recommendations in support of District goals.
- Communicate effectively both orally and in writing with the Board of Directors, District management, co-workers, and the public in one-to-one and group settings.
- Understand, interpret and apply laws, rules, regulations and ordinances relating to District activities.
- Respond to public, vendor, and co-worker requests in a timely, tactful, courteous and effective manner.

Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- Work in a field environment doing the following physical activities:
 - Regularly: sit, fine manipulation, and ride in a vehicle.
 - Frequently: walk, stand, squat, climb, bend, stoop, twist, repetitive use of hands, grasp, push, pull, reach above and below shoulder level, lift and carry up to 60 lbs., operate equipment and hand tools, and operate vehicle.
 - Differentiate between and perceive color, sound, smell, taste, texture and form.
- Regularly work in an office environment: at a desk/table for an extended period of time, sit or stand for extended time periods, ability to bend (neck and waist), squat, climb, stoop, kneel, crawl, twist, grasp, fine manipulation, push, pull, reach, lift carry and move objects up to 25 pounds such as storage boxes, large binders, books, and small office equipment.

Environmental and Working Conditions

The environmental and working conditions herein are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- The performance of this position regularly requires exposure to job site, distribution and production areas with:
 - Field visits requiring the operation of a motor vehicle.
 - Exposure to environmental conditions:
 - Chemicals/Caustics, confined space, heights, allergenic plants/materials.
 - Dusts/mists/fumes/smoke/gases, wet damp surfaces, extreme heat/cold, inclement weather, noise.
 - Work on various types of terrain and footing which may be slippery or uneven.
 - Work around moving objects or vehicles.
- Certain areas require the use of personal protective and safety equipment (i.e. hard hats, safety vest, steel toed boots, safety glasses, hearing protection, etc.).
- Frequently work indoors in ambient room temperatures and lighting and be around office equipment as found in a typical office environment.

Education, Experience, and Certification

Required

Education:

- An Associate's Degree or higher from an accredited college or university with major course work in accounting, business/public administration, water treatment, engineering technologies or closely related field.

Experience:

- Minimum of five years of increasingly responsible experience with public agency inventory control, warehouse keeping, purchasing, contracting and bidding.

Licenses/Certificates:

- Possess and maintain a valid State of California Class C driver's license.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two years duration.
- Possess and maintain a Forklift operator certificate within two (2) months from date of hire.

Desirable

- A Bachelor's Degree or higher from an accredited college or university with major course work in accounting, business/public administration, or engineering sciences may substitute for 2 years of required experience.

License and Certification Maintenance: Employee is responsible to complete the designated number of contact hours (i.e.: continuing education and/or training requirements) and licensing requirements to maintain all required licenses and certifications as a condition of continued employment.

NOTE: The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria that are performed by most incumbents, but other related duties may be performed. Not all duties listed are necessarily performed by each individual.