

HRSD

Position Description: Plant Manager

Section I. Position Reference Information

a.	Department	Operations
b.	Division	North Shore Treatment
c.	Position Title	Plant Manager
d.	Immediate Supervisor	NS Chief of Treatment
e.	Work Center	Boat Harbor and Williamsburg Treatment Plant
f.	Grade	9

Section II. Position Summary

Under broad guidance, the Plant Manager is responsible for:

- a. Communicating the HRSD mission, vision and values
- b. Providing long-term vision, strategic planning, and implementation of innovative programs to continually improve facility performance
- c. Providing leadership and oversight of all operations of Treatment Plant, ensuring protection of public health, safety, and good relations with the community
- d. Managing plant processes, facilities, and equipment
- e. Providing leadership in the management of and communication to all plant employees
- f. Planning and implementing programs to continually improve safety, morale, well being, training and professional development for all plant employees
- g. Monitoring plant compliance with all applicable permits and regulations

Section III. Examples of Position Duties

- a. Interprets and applies HRSD Mission, Vision, and Values to the plant
- b. Manages plant processes for system optimization
- c. Manages physical integrity of plant facilities/equipment according to HRSD standards
- d. Facilitates Plant Quality Steering Team (QST) to identify opportunities for continuous improvement
- e. Communicates regularly with Plant Superintendent and Chief of Treatment informally, one-on-one, and in meetings
- f. Manages and coordinates projects for major construction, plant improvements and optimization, or special District projects
- g. Manages performance of plant employees through leadership in all employee programs/issues
- h. Collaborates regularly with other departments and divisions to produce better products, services, and/or efficiency
- i. Continues to build own technical and leadership skills
- j. Supports a diverse work environment where differences are accepted
- k. Prepares annual plant budget
- l. Performs other duties as assigned

Section IV. Position Contacts

a. Standing Committees, Boards, and Organizations

1. Required

- a) Member – Plant Employee Supervisor Safety Committee
- b) Member – Operations Department Team
- c) Member – HRSD Improvement Team
- d) Chair - Plant QST

2. Desired

- a) Chair – Operations Department Team
- b) Chair – HRSD Improvement Team
- c) Chair – Local Community Education/Outreach
- d) Officer – State Professional Committees (VWEA, AWWA, NACWA)
- e) Officer – National Professional Committees (WEF, NSPE, AWWA, NACWA)

b. Internal Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Plant Superintendent, Chief Operator and Lead Operators	Review and plan operational and maintenance activities to ensure regulatory compliance, reliability, facility integrity and cleanliness. Develop and implement improvement and optimization plans. Discuss and gain consensus on matters concerning budget, projects maintenance, and employees. Ensure plant compliance with various HRSD Programs and requirements. Provide training, coaching, and mentoring for employee's development.	Daily
Plant Staff	Review and discuss plant operations and maintenance activities. Seek input for improvements, opportunities, and consensus building. Provide training, coaching, and mentoring for employee's development.	Daily
Chief of Treatment	Update immediate supervisor on emerging issues as appropriate. Review direction and priorities concerning projects, process, budget, employees, and various improvement programs	Daily
Finance, IT, Human Resources and Procurement	Discuss and resolve budget accounts, payroll, insurance claims and FEMA issues. Request software, hardware, and network support. Discuss and review employee issues and policies in employment, disciplinary actions, EAP programs, and FMLA. Exchange information of outstanding contract and payment issues	Weekly
Water Quality (CEL, P3 & TSD)	Discuss issues related to compliance, regulatory reporting, odor, and non-routine circumstances. Determine appropriate course of action as required. Coordinate non-routine sampling and resolve sampling, instrument, or data issues Request support for industrial waste issues and coordinate and resolve septage hauler issues.	Daily
Other HRSD Department/Divisions (Safety, Engineering, Plants, PPM, Recycling Manager, Instrumentation/Electrical & Automotive	Discuss inspections, safety issues, OJIs Coordinate plant operations with ongoing major construction projects. Coordinate and review status of projects and corrective maintenance actions. Exchange information and share resources. Develop and coordinate facility improvement projects managed by PPM. Discuss and resolve land application, ash recycling, composting, and residuals management issues. Coordinate emergency generator and vehicle maintenance/support.	Weekly

Operations Department QST/Other HRSD QST	Discuss and resolve budget, employees, process, operations, interdepartmental communications, and additional resource issues. Review presentations for Commission approval of projects and funding. Provide updates on HRSD improvement teams and projects.	Weekly/Qtr
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c. External Contacts

<i>Contact</i>	<i>Purpose</i>	<i>Frequency</i>
Consulting Engineers	Participate in the development of methods, specifications and implementation strategies for process or facility improvements. Exchange ideas, information, data, and other documentation for specific task or projects. Coordinate plant activities and identify construction-related issues during major facility upgrades.	Weekly
Contractors (Engineering managed) Contractors (Plant managed)	Coordinate plant operations and review quality of work for projects and services. Participate in resolution of unexpected problems. Provide project scope for bidding, coordinate operation and contractor's tasks and inspection and acceptance of work performed.	Weekly
Vendors and Manufacturers	Request quotes and information to evaluate new equipment/technology for continuous improvement and utilize resources for resolving existing equipment issues.	Bi-weekly
Professional Organizations	Engage in professional development activities and support HRSD and Professional Organization's missions through committee participation.	Bi-weekly
Regulatory Agencies	Facilitate inspections and resolve compliance related issues.	Bi-monthly
Local Government Agencies	Discuss and resolve various issues concerning plant facilities, land use, or education/public relations with agencies.	Bi-monthly
General Public	Coordinate tours and presentations, provide general information, and resolve off site nuisance and land use issues.	Bi-monthly

Section V. Position Accountabilities and Expectations

- a. Compliance – All Federal, State and Local Government regulations are followed 100% of the time (e.g. Labor Laws and practices, OSHA, SARA Title III, HAZMAT, Local Fire, Safety and Building Codes, SWP3, § 40 CFR part 503 and Above Ground Storage Tanks)
- b. Financial – Budgets for Capital Improvement Program, Improvement and Operating Budgets meet the plant and HRSD needs and are inline with short and long term goals, economical, and submitted in a timely manner; budgets are monitored, executed close to original plans and are well administered with controls; deviations from original plans are justified and documented
- c. Process – Plant resources are effectively utilized to ensure all VPDES, Air Pollution, Odor Control and Storm water Permit limits are met and performance conditions are optimized; plant facilities and equipment are maintained to ensure reliability and physical facilities are clean and well maintained; team projects are implemented that maintain and improve the reliability and efficiency of the plant and support HRSD's mission (e.g. Capital Improvement Programs, plant upgrades, personnel development and management programs, data collection and management, process optimization modifications and additions, beneficial reuse programs, new equipment, implementation of new programs to meet changing regulations, public education/relations programs and events)
- d. Human Resources Management – Employees are effectively utilized; employees are coached in current performance and developed to take on more responsible roles; effective hiring decisions are made; training and development is visibly supported and provided; plant environment is such that employees are treated with fairness, respect, and courtesy; employees are motivated to contribute ideas to improve quality and services
- e. Customer Satisfaction –Community outreach and public education presentations are maintained as ongoing public relations efforts; plant supports local programs (e.g. Earth Day) and regularly collaborates with educators, public and professional organizations to foster mutual understanding and cooperation; communication and collaboration with employees in other HRSD divisions/departments results in win-win solutions and cooperation
- f. Timeliness – Meets deadlines for reports, projects, planning, and responses due to customers (internal and external)
- g. Professional Leadership – Develops an active role in at least one professional organization at either local state or national level
- h. HRSD Competencies – Consistently demonstrates HRSD Universal Competencies

Section VI. Working Conditions

- a. Must be able to work at a middle manager level in a team-oriented culture
- b. Must be able to work in an industrial environment
- c. Indoor work environment may be routinely hot, cold, misty and/or unventilated
- d. Work environment exposes and requires incumbent to handle, with protection, hazardous materials
- e. Works, at times, in an OSHA designated noise environment (over 85 decibels)
- f. Must be available to work overtime and/or unusual hours as necessary
- g. Must be available by telephone during non-scheduled work hours

Section VII. Physical Requirements

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Occasional travel, walking, standing, bending, climbing steps/ladders is required
- c. Must be able to perform routine keyboard operations, drive a vehicle, enter confined spaces, and work outside in inclement weather

Section VIII. Other

- a. Medical certification of physical requirements listed above may be required
- b. Must be currently authorized to work for any U.S. employer

Section IX. Qualification Standards

- a. Education
 1. Required
 - a) B.S. Degree in Engineering/Engineering Technology from an accredited institution with major coursework in civil/sanitary engineering, or related field
- b. Experience
 1. Required
 - a) Minimum of 5 years experience in wastewater treatment, regulatory compliance, plant operations, and resource optimization
 - b) Minimum 5 years experience in automation, engineering economics, technical writing, construction/repair inspection
 - c) Minimum of 5 years experience leading in a high-change, team environment
 - d) Advanced level experience in managing a diverse work force within a multi-disciplined work function
 2. Desired
 - a) Internal HRSD experience in effectively communicating with internal and external customers
 - b) Proven experience in facilitating organizational change efforts
 - c) Internal HRSD experience in managing the human resources within a plant, staff hiring, and disciplinary actions
- c. Training levels
Personnel in this category are fully qualified at grade 9 with an appropriate BS degree, Virginia Class I Wastewater Operators License and the required experience as noted above. While a fully qualified selection is desired, the following training levels and years of experience are established for personnel who are not fully qualified:

Grade 9a – BS degree plus 4 years of relevant experience or MS degree and 2 years of relevant experience

Grade 9b - BS degree plus 3 years of relevant experience or MS degree and 1 year of relevant experience

Grade 9c - BS degree plus 2 years of relevant experience or MS degree and no experience

Grade 9d - BS degree plus 1 year of relevant experience

Grade 9e - BS degree and no experience

Note: Master's Degree in engineering equivalent to 2 years of experience

Virginia Class I Wastewater Operators License must be obtained within eight years of appointment.

- d. Job Specific Technical Competencies
 - Required
 - a) Demonstrates knowledge and use of Management Information Systems at an intermediate skill level
 - b) Plans and manages complex projects, involving oversight of budget and staff
 - c) Demonstrates knowledge of public relations within a highly regulated industry
 - d) Uses Microsoft Office/Internet Explorer at an advanced skill level
 - e) Uses DCS Software, LIMS, BioWin, EPro, FMS II Auto Manager Workflow at an intermediate skill level

- e. Special Licenses
 - 1. Required
 - a) Valid Driver's License
 - b) Virginia Class I Wastewater Operators License
 - 2. Desired
 - Commonwealth of Virginia Professional Engineer License

- f. HRSD Universal Competencies