



**Envirolink, Inc.**  
**POSITION DESCRIPTION**  
Director of Operations

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<b>DATE:</b>	January 22, 2011
<b>POSITION TITLE</b>	Director of Operations
<b>GRADE LEVEL</b>	080
<b>To be evaluated By Officer</b>	The responsibilities of this position will involve access to information that may be considered confidential, private and sensitive. Therefore, the individual filling this position will be required to both allow and pass a background check.
<b>REPORTS TO</b>	President

**GENERAL FUNCTION:**

The Director of Operations provides the leadership to effectively and efficiently distribute the resources of the company in operation and maintenance functions related to management of public works and utilities on behalf of the company's clients. This includes leaf & limb pickup, bulk good pickup, streets, water treatment, water distribution, wastewater treatment, wastewater collection, wastewater disposal and storm water treatment systems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Primary responsibilities include the supervision of employees, the provision of safe and dependable services to customers and the management of company facilities, equipment, tools and inventory and the direct operation and maintenance of water and wastewater systems, including the following:

- Serves as the supervisor of operation and maintenance departments within the company;
- Perform due diligence related to corporate development activities;
- Work with Maintenance and Operation managers/supervisors to ensure compliance with company policies and procedures;
- Act as Program Manager for assigned clients;
- Attend client meetings including board/council/commissioner meetings and report on activities/issues;
- Assist Vice President with resource determination, costing and other activities associated with preparing price proposals;
- Participate in strategic planning for the company;
- Work with the President to design, and implement standard operating procedures related to company operation, maintenance, safety and compliance;
- Manage budgets for those projects and clients under your responsibility to ensure quality service, profitability and completion of tasks;
- Regulatory liaison to Operator Certification Board for both water and wastewater;
- Perform QA/QC related to both regulatory compliance and overall quality service;
- Design and direct processes & procedures related to public works and utility functions. For example, route optimization, work flow; sampling protocols; inspection check lists; etc.;



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- Work with operation and maintenance managers/supervisors to ensure proper management of the operation and maintenance of water, wastewater and public works facilities, including valves, water intake, wells, pumps, purification equipment, reservoirs, SCADA systems, motor control centers, automatic control valves and production meters;
- Works with operation and maintenance managers/supervisors in the operation of the wastewater treatment and disposal facilities, including valves, pumps, purification treatment units, sludge treatment and disposal, SCADA systems, motor control centers, automatic control valves and instrumentation;
- Works with operation and maintenance managers/supervisors to ensure proper scheduling and coordination of daily operations of operation and maintenance personnel;
- Ensures proper water and wastewater treatment system operation and maintenance;
- Ensures proper operation and maintenance of wastewater disposal systems, including reclaimed, spray irrigation, and high rate infiltration systems;
- Ensures all water treatment, water resource, wastewater treatment, wastewater disposal and sludge disposal facilities, and operations and maintenance programs, comply with applicable Federal, State and local ordinances and regulations;
- Ensures the safety of all water treatment, water resource, wastewater treatment, wastewater disposal and sludge disposal operation and maintenance by conducting safety meetings and inspections and providing documentation related to all safety issues;
- Works with staff to update and execute water, wastewater and sludge monitoring plans and operation plans to ensure compliance of regulatory requirements and achieve district compliance objectives;
- Maintains databases that may include but not limited to: source water quality database, water quality compliant database, wastewater effluent quality compliant database, effluent disposal record database, sludge quality and disposal databases, etc.
- Coordinates the preparation of reports for compliance purposes that may include but not limited to: DMRs, NDMR, Water Usage Reports, Wastewater Performance Reports, Annual Report, Consumer Confidence Report, etc.
- Develops and maintains an effective employee relations plan; supervises and evaluates the performance of assigned personnel;
- Reviews work orders, purchase requisitions and invoices;
- Supervises the administration of contracts and work performed by outside contractors;
- Communicates, both orally and written, with local officials, company management and staff, customers, and others.
- Ensures Operation and Maintenance managers/supervisors have organized the daily activities of their respective personnel in order to best meet service objectives, regulatory requirements and company goals;
- Responsible for reviewing work orders to ensure tasks are being completed and that adequate resources are allocated;
- Point of technical authority for operation and maintenance activities;
- Responsible for ensuring executed service orders and projects are completed on time and on budget;



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- Responsible for reviewing potential candidates, selecting for interviewing, interviewing, and selecting team members;
- Responsible for complying with OSHA, DOL, and ensuring a safe and drug free work place;
- Conduct quarterly meetings for each employee under your supervision;
- Prepare/monitor training and development plans for each employee under your supervision;
- Insure compliance with the State of North Carolina standards pertaining to the operation and maintenance of water and wastewater treatment facilities in the District;
- Work with staff to ensure 24/7 on-call coverage of the assigned service district ensuring appropriate disciplines are covered;
- Notify the President, Office Manager or other personnel, as appropriate, of activities that result in interruption of customer service, non-compliance with state or company policies/procedures, near misses, accidents, safety issues, major equipment failures/repairs, ALL sanitary sewer overflows, water quality or availability issues and necessary corrective actions;
- Insure the proper maintenance of company owned equipment;
- Collect and file appropriate company or state reports or records with the Office Manager;
- Oversee the proper maintenance and repair of company owned equipment and tools in the District;
- Participate in activities of various professional organizations, and attend seminars and training courses when necessary to maintain technical competency;
- Participate on company committees and programs, as required;
- Act as liaison between Company and regulatory officials, clients and customers;
- Other duties as assigned.

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to foster an attitude of cooperation with other Envirolink personnel and Divisions;
- Ability to foster an attitude that promotes a proactive approach to completion of duties and responsibilities with an emphasis on quality;
- Attitude of going the extra mile and attention to detail with focus on effective and efficient use of company and/or client resources;
- Technical competence in area of responsibility;
- Effective listener;
- Ability to effectively prioritize multiple assignments or objectives;
- MS Office and computer skills;
- Sound technical writing skills;
- Ability to manage and resolve conflict;
- Ability to identify a bottleneck; possesses process orientation – can think big picture;
- Ability to understand and apply situational leadership;
- Ability to network with resources necessary to remove barriers



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**BUDGETARY RESPONSIBILITIES:**

This position is responsible for developing and managing budgets both with department and for assigned projects.

Payroll timesheet review and approval, procurement of chemicals, materials, supplies and outside contractor services, inventory management, and transportation cost management. Ensure proper coding of invoices and timesheets.

Preparation of annual and five-year budgets.

**MINIMUM POSITION QUALIFICATIONS:**

- 4-year Degree in technical or scientific discipline;
- Prior supervisory experience;
- North Carolina A-Surface or A-Well Certification or ability to obtain a Grade A within a reasonable time frame;
- Grade 3 Biological Wastewater License and the ability to obtain a Grade 4 license within a reasonable time frame;
- Knowledge of operational best practices;
- Five (5) years in the water, and/or wastewater industry;
- Good communication skills required including demonstrated fluency with reading, writing and speaking the English language;
- Basic math skills;
- Excellent communication and writing skills;
- Must possess and maintain a valid North Carolina Driver's License;
- US Citizen;
- No felonies or major misdemeanors;
- Envirolink, Inc. is a drug-free work place. Initial and random drug testing is required.
- Successful candidate must submit to post offer, pre-employment physical examination/medical history check;
- Must pass a pre-employment criminal background check;
- CPR and First Aid certification must be obtained within 12 months of date of hire.

May include but not limited to standing, climbing, walking, lifting, bending, pulling and/or pushing, grasping, reaching, stooping and crouching, sitting, typing, walking, reading, writing, color determination, speaking and listening for extended periods of time.