

**Job Title:** Director of Operations  
**Office/Team:** Operations Department  
**Reports To:** President / CEO  
**Effective Date:** July 01, 2015  
**Revision Date:** January 1, 2020

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### ***Primary Accountability***

Responsible for the leadership, direction and coordination of the activities of the non-Army Operations Department at Aqua Engineers which includes the Kauai and Island Operations Divisions. Supports other Company departments/divisions with new business opportunities and outreach activities.

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### ***Description of Primary Responsibilities***

- 1) Develops and implements the Operations Department operating plan:
  - a) Identifies and supports the role of the department in achieving the Aqua strategic goals and develops appropriate departmental objectives,
  - b) Prepares the budget and monitors the financial performance of the department in accordance with the annual operating plan,
  - c) Develops Annual Incentive Plan (AIP) goals and objectives for each profit center within the Department,
  - d) Develops and implements asset management plans for major facilities within the Operations Department.
- 2) Provides management and supervision to Operations Department management and staff:
  - a) Determines the most effective method for assigning responsibilities and duties to operating groups; maintains job descriptions, procedures and other documentation related to organization of the jobs,
  - b) Assigns duties and responsibilities and ensures employees receive instruction/training needed to complete job responsibilities,
  - c) Ensures that employees are aware of, and adhere to, all company policies and procedures and conveys all senior management communications and directives,
  - d) Monitors individual and Operations Department performance and allocates AIP bonus pool accordingly,
  - e) Provides quality assurance (QA) function for job performance within Operations Department; monitors performance of Operations Divisions to assure effectiveness, efficiency, contract compliance, and client satisfaction,
  - f) Provides QA function for safety program and environmental compliance with all applicable permits and other regulatory requirements.
- 3) Actively supports efforts and initiatives to ensure collaboration across all functions of the organization and between the organization and outside agencies/organizations:
  - a) Ensures that concerns, recommendations and feedback from operations management is effectively communicated to the senior management team,
  - b) Ensures effective collaboration between Operations and Engineering Departments,
  - c) Serves as the primary interface between the Company and regulatory agencies.
- 4) Actively supports business development and business practice improvement for the department in conjunction with the Senior Vice President – Business Development:
  - a) Identifies and develops business development initiatives; including, but not limited to, expansion of services to new clients in the current service area, development of new services to existing clients and development of new service areas in the state of Hawaii,

- b) Creates business development plan consistent with the operational and strategic plan to identify target markets/and or clients, expected volumes of business and resources need to achieve objectives,
- c) Works with E&C Director and Operations Managers to develop new business plans within the operating area consistent with overall company operational and strategic plans,
- d) Ensures that capital improvement plans (CIP) are in place for all existing customers; works with Engineering Department to develop CIPs,

### ***Description of Primary Attributes***

#### ***General Development:***

- 1) Possesses significant organizational skills in order to manage and direct significant segments of the organization,
- 2) Provides leadership and motivation to others,
- 3) Reprioritizes work in response to changes in circumstances,
- 4) Devises effective solutions to situations encountered based on the general goals and objectives of the function.

#### ***Professional & Technical Knowledge:***

- 1) Possesses advanced general skills, including written and verbal communications skills, computational and computer skills, and mathematical knowledge typically acquired through completion of a Bachelor's degree program,
- 2) Possesses extensive knowledge and experience with wastewater treatment plant operations and maintenance, treatment process control systems, collection systems O&M and related services,
- 3) Possesses extensive knowledge and experience with water treatment operations, maintenance, and system management,
- 4) Possesses extensive knowledge of Federal, State and local laws and regulations pertaining to the water and wastewater operations,
- 5) Familiarity with the development and implementation of asset management programs for utilities.

#### ***Technical Skills:***

- 1) Able to schedule work and manage multiple projects using Microsoft Outlook and Microsoft Project,
- 2) Ability to prepare basic correspondence and simple reports in Microsoft Word,
- 3) Ability to use Microsoft Excel to create tables and simple displays of information,
- 4) Ability to create basic presentations in Microsoft PowerPoint.

#### ***Licenses & Certifications:***

- 1) State of Hawaii Grade IV Wastewater Operator license
- 2) State of Hawaii Grade II Water Treatment Plant Operator license
- 3) State of Hawaii Grade III Distribution (Water) Systems Operator (DSO) license

#### ***Communications Skills:***

- 1) Effectively communicates opinions and extrapolations of information collected and synthesized/analyzed,
- 2) Effectively communicates technical information to a non-technical audience,

- 3) Applies conflict resolution skills to resolve issues that may arise because of disagreements between employees, between employees and customers/clients, or with the public, other legal entities or governmental authorities,
- 4) Compiles, analyzes and prepares information in an effective written form, including correspondence, reports, articles, or other documentation ,
- 5) Convinces others to take actions, or to behave in a specific way desired by the Company.

### ***Evaluation Guidelines***

The following guidelines are used to determine the appropriate contribution assessment and associated pay range position:

#### Pay Level 1 – Fully Functional

- Is able to perform most of the primary responsibilities and possesses substantially all of the primary attributes and
- Has five years of successful experience at the Operations Manager level.

#### Pay Level 2

- Is able to perform all of the primary responsibilities and possesses all of the primary attributes and
- Has two years of successful and profitable experience managing the Operations Department in PL 1.

#### Pay Level 3

- Is able to perform all of the primary responsibilities and possesses all of the primary attributes and
- Has two years of successful and profitable experience managing the Operations Department in PL 2.

#### Pay Level 4

- Is able to perform all of the primary responsibilities and possesses all of the primary attributes and
- Has two years of successful and profitable experience managing the Operations Department in PL 3.

#### Pay Level 5

- Is able to perform all of the primary responsibilities and possesses all of the primary attributes and
- Has two years of successful and profitable experience managing the Operations Department in PL 4.

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### ***Comments***