

Adopted: September 2001 , Revised: \_\_\_\_\_

**Class Title: Director Of Utilities**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Responsible for managing the department which supplies retail water services to Norfolk and wholesale services to Virginia Beach, Chesapeake and Portsmouth as well as naval facilities and manages the collection and delivery of wastewater for treatment. Provides leadership for operational and financial planning, ensures effective allocation of human resources, establishes and practices a departmental culture promoting \"best in class\" mentality, oversees the accomplishment of bureau and divisional goals and promotes customer relations.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	S	Offers operational and financial planning by developing strategic plans to ensure operational integrity and financial stability.
2	S	Manages personnel by ensuring that various bureaus and divisions are meeting goals and that they have the resources necessary to perform in an effective manner.
3	S	Provides leadership by establishing and practicing a departmental culture promoting a \"best in class\" mentality and how it should serve the customers.
4	S	Promotes organization by ensuring that human resources are allocated to accomplish the departments mission in a cost effective manner.
5	S	Promotes customer service by providing final arbitration with respect to customers' concerns and maintaining stable relations with the diverse customer base.

Adopted: September 2001 , Revised: \_\_\_\_\_

**CLASS REQUIREMENTS:**

<b>CLASS REQUIREMENTS</b>	
Formal Education / Knowledge	Work requires specialized knowledge in a professional or technical field. Work requires professional level of knowledge of a discipline equivalent to that which is acquired in a Masters degree-level of study.
Experience	Seven years experience in management of utilities operations.
Certifications and Other Requirements	Valid Driver's License
Reading	Work requires the ability to read memorandum, documents, City codes, general correspondence, contracts, technical manuals and related materials.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write documents, memorandum, reports, and general correspondence.
Managerial	Managerial responsibilities include planning capital projects, implementing organizational changes, and evaluating personnel.
Budget Responsibility	Responsible for final approval of budgetary recommendations to the City Manager and monitors progress toward fiscal objectives and adjusts plans as necessary to reach them.
Supervisory / Organizational Control	Work requires managing and monitoring work performance of senior department managers including evaluating program/work objectives and effectiveness, establishing broad organizational goals and realigning work and staffing assignments for the department.
Complexity	Work is of the broadest scope dealing with highly complex concepts and issues of great importance to the City. Highly important policies, procedures or precedents are approved or rejected by individuals in this classification.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

Adopted: September 2001 , Revised: \_\_\_\_\_

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Copier, fax machine, filing, customer service, field inspections, supervision
Sitting	C	Computer, desk work, answering telephone, meetings, driving
Walking	O	Inter-office, off site field inspections, to/from office equipment
Lifting	R	Office supplies, files, reports, books, binders
Carrying	R	Office supplies, files, reports, books, binders
Pushing/Pulling	R	File cabinet drawers
Reaching	O	Files, paperwork, telephone
Handling	R	Office supplies, files, reports, books, binders
Fine Dexterity	C	Computer keyboard, calculator, writing, telephone keypad
Kneeling	R	Field inspections
Crouching	R	Field inspections
Crawling	N	
Bending	O	Field inspections
Twisting	N	To/from desk and computer, field inspections
Climbing	R	Stairs
Balancing	R	On stairs
Vision	C	Computer, desk work, customer service, field inspections, supervision, driving
Hearing	C	Communicating with personnel, general public, vendors; field inspections, meetings
Talking	C	Communicating with personnel, general public, vendors; field inspections, meetings
Foot Controls	O	Driving
Other (specify)	N	

Adopted: September 2001 , Revised: \_\_\_\_\_

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Copy machine, fax machine, telephone, calculator, general office supplies, standard Microsoft Windows and Office software, VISO

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	-------------------------------	--------------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

Hard hat, safety shoes, gloves

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	F
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 3 below)	N

- (3)