

TECHNICAL SERVICES LEADER Tompkins County

Classification: Competitive

Labor Grade: 0

Approved: 0

Minimum Qualifications:

Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in biology, chemistry, environmental science, civil engineering or a related field AND five years of project/program administration and/or construction management experience for a public water utility.

Special Requirements:

Possession of a valid Grade IIA Water Treatment Operation Certification at the time of appointment.

Possession of a New York State driver's license, with a standing acceptable to the Commission's insurance carrier, during employment.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

Distinguishing Features of the Class:

This is a professional position responsible for the development and implementation of programs and projects of the Commission. The Technical Services Leader (TSL), under the general direction of the Executive Director, exercises independent judgment while conducting typical work activities. The TSL provides technical assistance to internal and external customers in pursuit of continuous improvement and accomplishment of program and project objectives. In the absence of the Executive Director, the TSL may be authorized to act on behalf of the Executive Director.

Typical Work Activities:

When providing support to the Administrative, Distribution and Production Departments, the TSL:

- Assists Department Leaders by managing select projects and programs (e.g., construction projects, programs, etc.);
- Conducts studies, analyzes data, makes recommendations and prepares reports on a variety of topics;
- Normally available for emergency response at all times;
- Develops organized methods, procedures and programs of achieving efficient operations and continuous improvement;
- Acts on behalf of or represents other department leaders upon request.

When evaluating, developing and recommending continuous improvement to programs, the TSL:

- Conducts or implements personnel training programs;
- Acts as facilitator, coach, team leader and/or team member in total quality management processes;
- May be a member of the "Quality Steering Council";
- Assists department leaders, facilitators and coaches in the development and implementation of their programs and projects;
- Monitor Commission department programs to assure timely inclusion of proposed changes and updates (e.g., safety, cross connection, rules and regulations, emergency plans, watershed protection, capital improvements/ replacements, maintenance, monitoring, etc.);
- Promotes education and compliance with specific internal and external customer programs;

As program/project and construction manager, the TSL:

- Coordinates, administers and monitors the Cross **Connection Control Program** as the appointed Program Administrator;
- Manages easement and acquisition needs of Commission construction projects;
- Completes design review, cost management, bid package assembly and administration, contractor recommendation, scheduling, on-site management, supervision and contract administration;
- Acts as Commission liaison; representative with consultants, contractors, agencies, and public (external customers); negotiator and technical representative with internal customers;
- Responsible for customer relations during construction projects and system emergency responses;
- Investigates and recommends action on property owner claims;

For external customers, the TSL:

- Bird-dogs specific municipalities or agencies from which the Commission requires certain action;
- May represent Commission regarding services provided or provide interpretation of Commission policies and procedures;
- Coordinates administrating and operating departments' response to activities of private and public agencies;
- Makes presentations on Commission activities to public/community groups which are intended to promote or educate;

For Executive Director, Commission and internal customers, the TSL:

- Assures the achievement of department and applicable organization goals and objectives;
- Acts on behalf of or represents the Executive Director upon request;
- Assists in the preparation of plans, programs and procedures to accomplish Commission goals and objectives;
- Attends and participates in Commission meetings and summarizes assigned TSL activities;
- Promotes and solicits cooperation of other management employees and their respective personnel resources;
- Provides status reports and recommendations on TSL activities;
- Researches, organizes and summarizes historical records;
- Evaluates and reports progress on personal, program and project goals and objectives;
- Follows safety rules and general work habit regulations;
- Performs other duties as required.

Required Knowledge, Skills, Abilities and Personal Characteristics:

- Thorough knowledge of the principles, practices and procedures of public administration and leadership in the utility industry;
- Applicable knowledge of the principles of water system construction, operation and maintenance
- Applicable knowledge of the principles of project and program budget preparation and report writing;
- Applicable knowledge of the occupational hazards and safety precautions in the water utility industry;
- Ability to develop (plan, organize and prioritize) and implement projects and programs with a minimum of supervision/direction;
- Ability to recognize and enforce safety, project and program performance standards;
- Ability to communicate effectively by being clear and concise both orally and in writing;
- Ability to estimate time and cost of operations, projects and programs and to perform within budgeted restraints;
- Ability to establish and maintain effective working relationships with other agencies/entities, customers and the general public;
- Ability to train and instruct personnel, and apply coaching and team principles;
- Ability to apply good judgment and be accurate with all work products;
- Ability to act with integrity and tact in contact with internal and external customers;
- Willingness to keep up-to-date as a TSL and continuously improve performance;
- Committed to a "team approach" to problem-solving and the principles of "total quality management";
- Physical condition commensurate with the demands of the position.