

Job Title: Director of Water Operations & Compliance

Job Status: Full-Time

Department: Water Operations

Job Grade: 612

Reports To: Chief Operations Officer

Work Setting: On-Site

Pay Status: Exempt

Date Created/Updated: 1/14/2025

Location: Service Center

Position Summary

The Director of Water Operations and Compliance is primarily responsible for envisioning, proactively communicating professionally implementing and improving continuously the strategic direction for the internal operational activities of the Water in accordance with policies, goals, and objectives set forth in NBU's Strategic Plan. This position will report directly to the Chief Operations Officer and will be responsible for the direction of the Water Operations Manager and Water Treatment & Compliance Manager.

Essential Duties & Responsibilities

Strategic Work:

- To assist the COO by developing and recommending a strategic vision, strategic planning objectives, and communicating and implementing NBU's strategic initiatives for the internal operational activities of the Water Operations and Water Treatment and Compliance Departments in accordance with policies, goals, and objectives in NBU's Strategic Plan.
- Responsible for providing and updating related strategic direction recommendations for the planning of NBU water and wastewater systems, and treatment/compliance responsibilities.
- Provide leadership in delivering water and wastewater services to customers, pursuit of new water resources, and building community partnerships.
- Maintain knowledge of and responsibility for understanding and interpreting related regulatory matters, including ensuring compliance.
- Possess an innovative, analytical and engaging leadership approach to influence, develop and lead diverse teams in the initiatives of NBU's Strategic Plan.
- Maintain focus of creating, communicating and driving strategies to improve effectiveness of Department operations and achieve excellence in service.
- Oversee daily operations to ensure Departments remain within budget to support fiscal responsibility goals of NBU's Strategic Plan.
- Ensure organizational resiliency through a commitment to quality programs and data-driven program evaluation.
- Stay abreast of emerging trends and regulations in the water/wastewater utility industry.
- Identify opportunities for NBU to leverage cross program strengths to take advantage of new opportunities and/or to address organizational challenges.
- Results-oriented, uses a systematic process to develop plans and achieves specific outcomes, creates a team environment to achieve objectives and focuses on results rather than activities.
- Advise the COO on matters pertaining to Operations' activities, and ensures all functions are operating together effectively to achieve vision, strategy, and master plans.

Tactical Work:

- Participate in the development and preparation of short-term and long-term plans and budgets to achieve initiatives in NBU's Strategic Plan.

- Ensure that all activities and operations are performed in compliance with local, state, and federal regulations and laws governing water/wastewater services.
- Provide regular reports to COO on Department initiatives; seeks guidance as needed
- Identify and obtain training opportunities for staff to create an engaged, knowledgeable workforce.
- Monitor and evaluate the performance of Department Managers and personnel to ensure that established NBU procedures and policies are enforced, achievements are recognized, performance standards are met, and professional growth opportunities are made available.

Company Wide Responsibilities:

- A culture of safety will be maintained by following safety guidelines and practices at all times and in all situations for self, co-workers, visitors and general public.
- All work will be performed in accordance with company policy, government laws and regulations as applicable to each division's responsibility and in accordance with the company's Strategic Plan.
- All written and oral communications regarding customers, business and employees will be held in strict confidence. Sensitive documents will be safeguarded at all times and in all locations.
- Employees will demonstrate a spirit of cooperation and team work including, from time to time, assisting with duties outside their regular responsibilities.
- All business communications, whether verbal, visual or written, whether for internal or external use, will be professional in tone and content.
- Management will keep employees informed of pertinent business communications through formal and informal modes of communication and in a timely manner.
- Employees are encouraged to recommend ideas for the improvement of processes and procedures that are consistent with the company Vision and Strategic Plan.
- Mutual respect will guide all communications and interactions between and among employees, management, customers, vendors and other stakeholders.
- NBU will encourage a culture and learning environment that fosters opportunity for continuous growth and development of all employees.
- Employees will be good stewards of vehicles, tools, equipment, and other property utilized in performing their jobs, including taking responsibility for notification of any needed repairs to sustain safe working conditions
- Employees will accept accountability for their decisions and actions at all times.
- Employees will be responsible for adhering to their scheduled time of work and manage leave as to not interfere with tasks being completed including special projects and assignments with deadlines or, when applicable, negatively affect direct reports' ability to do their jobs.

General Responsibilities

- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adheres to NBU safety guidelines and practices at all times and in all situations
- Maintains a clean and safe work area, office, field site and vehicle as applicable
- Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general
- Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adheres to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team and Safety
- Participates in and supports initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Field of Study: Engineering/Management/Environmental Science

Work Experience Time Frame: Five Years or More

Other: In lieu of a degree, 5 years of relevant experience may suffice

Educational Requirements: Possession of a Baccalaureate degree from an accredited college or university with a major in engineering, water

resources planning, management, and environmental science or a related field; and eight (8) years of full-time professional or water resources planning and management experience.

Certification and Licensures Requirements

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Other Minimum Qualifications

- Exceptional understanding of project execution, team, and time management with proven success
- Strong people skills, with ability to draw confidence, sell products, and maintain client satisfaction
- Independent critical thinking and creative problem-solving skills
- Highly organized and detail-oriented, with the ability to keep multiple projects and client engagements active at once
- Comfort with ambiguity and ability to navigate uncertainty
- Proven team player skills with ability to build and maintain internal and external relationships
- Strong written and verbal communication skills, excellent business, and technical writing
- Ability to work independently with minimal supervision
- Strong time management skills

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Microsoft Office Suite

Experience with Machines, Tools, Equipment and Other Work Aids

Click or tap here to enter text.

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator

Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Handling: Constantly

- Paperwork
- Monies

Kneeling: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

Climbing: Rarely

- Stairs
- Ladder
- Step Stool

Other: [Click or tap here to enter text.](#)

Onto Equipment

Vision: Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

Foot Controls: Never

- Driving
- Operating Heavy Equipment
- Dictaphone

Balancing: Never

- On Ladder
- On Equipment
- On Step Stool

Bending: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

Crouching: Occasionally

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

Crawling: Rarely

- Under Equipment
- Inside Attics/Pipes/Ditches

Hearing: Frequently

- Communication Via Telephone/Radio/To Co-Workers/Public
- Listening to Equipment

Twisting: Rarely

- From Computer to Telephone
- Getting Inside Vehicle

Talking: Frequently

- Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office Environment

Other: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date