

# Lincoln Pipestone Rural Water System

## Job Description

### **Position Title: Operations Manager**

Supervision: General Manager

Summary of Duties: The Operations Manager directs and oversees the day-to-day operation, maintenance, and specialty functions of the Lincoln Pipestone Rural Water System to ensure safe, reliable, and compliant water service. This position is responsible for operational planning, regulatory compliance, staff supervision and training, and coordination of infrastructure, equipment, and technology necessary to support efficient system operations.

Principal Duties and Responsibilities: The Operations Manager is responsible for the overall operation of the organization's operations and specialty areas and for implementing policies and directives of the General Manager and Board of Directors. Duties include, but are not limited to, the following:

#### Leadership & Management:

- Provide leadership and operational vision consistent with the direction of the General Manager and Board of Directors.
- Directly supervise Field Superintendents, Distribution Operators, Treatment Plant Operators and Maintenance Technicians, and Asset/Inventory Specialists.
- Scheduling, training, evaluation, and discipline of field operations staff.
- Cross-train in the duties to ensure redundancy of key operations.
- Coordinate operations among management, field, and office staff to promote effective communication and teamwork.
- Assist in the evaluation and recommendation for hiring, discipline and termination of staff.

#### Operations & Maintenance:

- Direct oversight of treatment, distribution, maintenance, and accountability for day-to-day system performance of all water system facilities, equipment, and related infrastructure.
- Ensure all LPRW vehicles, facilities, and equipment are operated, maintained, and stored safely, lawfully, and efficiently.
- Plan and oversee efficient logistics and Gopher One-Call locate programs, including required recordkeeping.
- Ensure LPRW property and facilities are safe, clean, and maintained in peak operating condition.
- Participate in the on-call rotation as required.

#### Regulatory Compliance & Water Resources:

- Ensure compliance with all applicable local, state, and federal regulations related to drinking water, water resources, environmental protection, and workplace safety.
- Oversee monitoring of water resources and preparation of related reports and water resource plans.
- Maintain and implement wellhead protection plans.
- Oversee water conservation planning and monitor program implementation.
- Oversee monitoring, reporting, and analysis of water usage throughout the system.
- Work with landowners and the public to protect water resources.

#### Technology, Systems & Records:

- Oversee operations and functionality of specialty platforms, including OpenGov (asset, inventory, and work order management), GIS, GPS, and SCADA systems.
- Evaluate, recommend, implement, and maintain operational and specialty technologies across the organization, including systems that support office and accounting functions.
- Oversee preparation and maintenance of mapping systems, technical records, and operational data.

Planning, Reporting & Communication:

- Coordinate, manage, and oversee capital improvement and infrastructure projects, including construction, rehabilitation, and system expansions.
- Develop and recommend operational plans to address current and future system needs; assist with implementation of approved plans.
- Establish performance goals and metrics; monitor progress and report status to the General Manager.
- Maintain effective communication with the General Manager and assist with preparation of materials for management and Board presentations.
- Establish and maintain effective working relationships with regulators, government entities, agencies, and industry partners.
- Maintain awareness of external developments that may affect LPRW operations.

Customer, Land Owner & Public Relations:

- Work with customers and the public to resolve service, billing, metering, easement, and land access issues.
- Easement, land access, and right-of-way coordination.
- Represent LPRW professionally in interactions with customers, landowners, regulators, and the public.

Other Duties:

- Perform other duties as assigned.

Knowledge, Skills, and Abilities:

- Extensive knowledge of water system construction, operation, maintenance, and asset management.
- Extensive knowledge of water quality, treatment processes, hydrology, groundwater management, well operation, and related regulations.
- Knowledge of engineering principles, public works practices, utilities operations, purchasing, bidding, and contract administration.
- Advanced knowledge of OpenGov, GIS/GPS, SCADA, data processing, and computerized recordkeeping systems.
- Strong leadership, interpersonal, and public relations skills.
- Excellent written and verbal communication skills.
- Strong organizational skills and attention to detail.
- High level of proficiency with land descriptions, basic survey practices, and easement acquisition.
- Strong understanding of water and land conservation practices and programs.
- Working knowledge of OSHA safety requirements and water operator safety practices.
- Ability to work productively and cooperatively as a member of a rural water utility team.

Training and Experience:

- Post-secondary training in water utility operations, construction management, natural resource management or a related field may substitute for up to five years of experience.
- Class B Water Operator's License is highly desirable.
- Experience in project management and employee supervision is highly desirable.
- Experience working with the public is desirable.

- Experience or training in asset management systems, GIS/GPS, SCADA, and computer applications is required.
  - Significant experience in water resource management is desirable.
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Working Conditions:

- Work involves supervising field personnel and interacting frequently with the public and regulatory agencies.
  - Requires conflict resolution, negotiation, and coordination with internal and external stakeholders.
  - Work may involve long hours and both indoor and outdoor conditions.
  - Regular exposure to chemicals used in water treatment, environmental elements, noise, vibrations, and temperature extremes.
  - Requires regular use of office equipment and computer systems.
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Additional Statements:

This job description is intended to describe the general nature and level of work performed and is not an exhaustive list of duties. Duties may change over time to meet organizational needs. This position does not create contractual rights.

Lincoln Pipestone Rural Water System is an equal opportunity employer and does not discriminate based on any characteristic protected by state or federal law.

*Date of Created: April 24, 2026*

*Date Approved: June 1, 2026*