



## POSITION DESCRIPTION

**Job Title:** Manager - Program Planning  
**Salary Grade:** 22  
**Date:** October 27, 2009

**Job Code:** 0447  
**FLSA Status:** Exempt

### **JOB SUMMARY**

The Manager – Program Planning is responsible for developing, planning, initiating, and implementing programs assigned to their assigned areas. Supervise employees engaged in the implementation and development of programs to support the Company mission, including project management, budgeting, long-range planning, public participation, customer development, policy development and coordination, and resource allocation.

### **ESSENTIAL FUNCTIONS**

#### **All Specialties**

1. Supervises, selects, develops, trains, and evaluates personnel.
2. Develops, recommends, and implements division policies and procedures.
3. Develops measures to analyze and improve division's overall efficiency.
4. Forecasts, allocates, and monitors human, physical, and financial resources for the assigned area.
5. Develops and participates in conceptual planning efforts.
6. Presents technical and non-technical program information to a variety of audiences.
7. Utilizes team building and consensus building skills to facilitate public participation and involvement.
8. Establishes and maintains effective working relationships and public relations.
9. Performs other duties as assigned.

#### **Conservation**

1. Leads the effort to create and market cutting-edge water conservation programs in the areas of commercial conservation, landscape irrigation, and residential conservation to customers.
2. Oversees and implements an efficient program management structure and decision-support system through analysis of customer data, program participation, and program impacts, while coordinating and integrating input from advisory groups, customers, internal department, and industry stakeholders.
3. Develops and conducts education and outreach activities in effort to develop and maintain relationships with industry stakeholders. This may include development of sophisticated communication strategies, conference participation, serving as primary liaison with professional associations, and demonstration project development, among other activities.
4. Ensures program implementation and reporting is completed in compliance with applicable municipal, state, and federal regulation.
5. Resolves policy concerns regarding customer eligibility for program participation, rebate levels, and ordinance enforcement. If necessary, recommends adjustments in policies for conservation programs to the Director – Conservation.

#### **Program Planning**

1. Applies and interprets land development, urban planning, and engineering principles.
2. Manages the process of providing utility services to expanding service areas.
3. Coordinates SAWS infrastructure growth plans with COSA Master Plan and annexation efforts.
4. Develops, recommends and revises the System's utility extension policies and procedures.
5. Oversees the development and analysis of short and long term growth and demand projections.



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6. Updates water and wastewater impact fees in accordance with state regulations.
7. Coordinates development of the annual and multi-year Capital Improvement Plan.

### **Geographic Information Systems (GIS)**

1. Assesses and recommends overall GIS direction and provides technical and operational support.
2. Leads integration of new and existing GIS technologies and the preparation of utility maps.
3. Determines training needs for the division staff to effectively use GIS technology.
4. Acts as GIS liaison to governmental agencies to optimize efforts in the development of SAWS' GIS.

### **Line Cleaning/Televising**

1. Manages the Line Cleaning/Televising Planning Team responsible for ultimately improving the wastewater infrastructure to help reduce system SSOs.
2. Leads and provides direction to the Line Cleaning Program: Develops and plans both SAWS and contractor workload: creating Inspection schedules and determining frequent cleaning schedules based on assessed risk
3. Ensures the proper use of the computerized sewer maintenance history database related to line cleaning & televising to confirm data integrity for reporting and tracking.
4. Oversees the Grease Program which investigates overflows caused by grease and areas of the system with known grease issues to determine and educate contributors.
5. Determines and plans QA/QC Program to evaluate cleaning efforts.
6. Coordinates and communicates efforts with Distribution and Collection, Engineering, Mapping, Resource Protection and Compliance, Communications and Fleet.

### **DECISION MAKING**

- Directly supervises 5-25 employees.
- Works under limited supervision and guidance.

### **MINIMUM REQUIREMENTS**

- Bachelor's Degree from an institution accredited by a nationally recognized accrediting agency in Environmental Management, Urban Planning, Public or Business Administration, Engineering, Natural Sciences, Information Systems, Geography, or applicable related field.
- Six years' experience, including three years of supervising personnel in utility or municipal planning, conservation, and/or GIS and CADD mapping systems.
- Professional certifications in related field.
- Valid Class "C" Texas Driver's license consistent with SAWS Driving Policy.

### **MINIMUM REQUIREMENTS**

#### **All Specialties**

- Supervises, selects, develops, trains and evaluates personnel.
- Contacts with internal and external customers, partners, and stakeholders.
- Communicates effectively, verbally and in writing.

#### **Water Resources**

- May be required to work hours other than regular schedule including nights and weekends.
- Travel required.



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### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

Working conditions are primarily in an office environment and performs occasional to field visits. Operates a company vehicle on an occasional basis.