



COASTAL WATER AUTHORITY

JOB DESCRIPTION

Position Title: Operations Manager

POSITION SUMMARY

The Operations Manager is a director-level leader responsible for the strategic direction, performance, and overall management of Coastal Water Authority (CWA) water conveyance and distribution operations. The position oversees safe, reliable, and efficient operation and maintenance (O&M) of canals, levees, dams, reservoirs, pump stations, pipelines, electrical and instrumentation systems, fleet operations, and related infrastructure.

The Operations Manager leads operational planning, maintenance, emergency preparedness and response, regulatory compliance, workforce development, infrastructure reliability, and long-range operational strategy in support of CWA's mission to deliver water safely, efficiently, and responsibly.

The position advises executive leadership on operational strategy, infrastructure risk, capital priorities, dam safety, emergency preparedness, and system resilience; exercises significant independent judgment; and may act on behalf of the Executive Director under delegated authority.

SUPERVISION RECEIVED

General direction from the Executive Director

SUPERVISION EXERCISED

Senior Managers, Superintendents, and system-wide O&M personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Direct all O&M activities for CWA's water conveyance, pumping, distribution, dam, canal, levee, reservoir, pipeline, and related infrastructure systems.
- Establish operational priorities, procedures, performance standards, and long-range strategies to ensure safe, reliable, efficient, and resilient system operations.

CWA
Operations Manager

- Evaluate maintenance programs, asset management practices, infrastructure performance, and operating methods; direct performance monitoring, reporting, and corrective actions.
- Prepare and present monthly O&M updates to the Board of Directors and O&M Oversight Committee.
- Plan and coordinate major and minor maintenance, rehabilitation, and operational improvement activities across CWA facilities and infrastructure.
- Participate in planning and execution of capital improvement and infrastructure rehabilitation projects, including review of operational impacts and priorities.
- Oversee review and coordination of easement crossings, encroachments, and right-of-way activities.
- Lead emergency operations and continuity response for floods, hurricanes, dam safety incidents, infrastructure failures, industrial incidents, power outages, and other critical events.
- Ensure compliance with applicable federal, state, and local environmental, dam safety, and occupational safety requirements; oversee dam safety inspections, programs, and emergency planning.
- Contribute to preparation and administration of operating and capital budgets; recommend staffing, equipment replacement, and infrastructure investment priorities; and monitor expenditures and resource allocation.
- Direct, evaluate, mentor, and develop senior operational leaders, including Senior Managers and Superintendents, while promoting accountability, workforce development, and continuous improvement.
- Foster a strong safety culture and ensure compliance with CWA safety policies and procedures.
- Represent CWA with municipalities, industrial customers, consulting engineers, contractors, regulatory agencies, emergency management organizations, and other external stakeholders.
- Oversee contractor activities and operational projects to ensure compliance with CWA standards, operational requirements, and safety expectations.
- Communicate operational issues, infrastructure risks, priorities, and strategic recommendations to executive leadership.
- Perform other duties as assigned by executive leadership and act on behalf of the Executive Director under delegated authority during absences or special assignments.

KNOWLEDGE, SKILLS, AND ABILITIES

- Extensive knowledge of large-scale water conveyance and distribution operations, including canals, levees, dams, reservoirs, pump stations, pipelines, and related infrastructure.
- Strong knowledge of operations and maintenance management, emergency response, asset management, regulatory compliance, and infrastructure reliability practices.
- Strong leadership, organizational, analytical, communication, and decision-making skills.
- Ability to lead large multidisciplinary teams and manage complex operational environments, including routine and emergency conditions.

CWA
Operations Manager

- Ability to interpret engineering drawings, technical documents, operational reports, and regulatory requirements.
- Ability to establish and maintain effective relationships with employees, contractors, regulators, customers, and external stakeholders.

EDUCATION

- Bachelor's degree in engineering, construction management, industrial technology, public administration, operations management, or a related field preferred.
- Equivalent combinations of education, technical training, and progressively responsible operational leadership experience may be considered.
- Advanced degree desirable.
- Minimum fifteen (15) years of progressively responsible experience in water utility operations, water conveyance, industrial infrastructure, engineering, construction, maintenance, or a related operational environment.
- Minimum five (5) years of senior-level supervisory or management experience.
- Experience managing large-scale infrastructure systems, maintenance operations, emergency response, and operational personnel required.
- Experience with dam and reservoir operations, flood control systems, and critical water infrastructure strongly preferred.

LICENSES AND CERTIFICATIONS

- Valid Texas Driver License required.
- Texas Professional Engineer (PE) license preferred.
- TWIC card preferred or ability to obtain; other relevant professional certifications in operations, safety, or infrastructure management are desirable.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

- Ability to work indoors and outdoors in varying environmental and weather conditions and to inspect operational facilities, construction sites, canals, levees, reservoirs, pump stations, dams, and field operations.
- Ability to traverse uneven terrain, climb ladders, work near water, access elevated structures, and occasionally lift up to fifty (50) pounds.
- Ability to work extended hours during emergency operations, severe weather events, and other special operational situations.

CAREER PROGRESSION

Capital Projects Director, Executive Director

Advancement based on demonstrated leadership ability, operational expertise, qualifications, performance, and organizational needs.

SAFETY CULTURE EXPECTATIONS

All CWA employees are expected to support and comply with the organization's safety culture and programs, including development, review, and application of Job Safety Analyses (JSA) and Job Hazard Analyses (JHA), and all applicable safety policies, procedures, and regulatory requirements.

Employees are responsible for proper use of Personal Protective Equipment (PPE), reinforcing safe work practices, identifying and correcting unsafe conditions, and supporting continuous safety improvement through hazard recognition, reporting, and proactive risk management.

DISCLAIMER

The statements above describe the general nature and level of work performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities, qualifications, or working conditions. Duties and responsibilities may be modified as organizational needs evolve.