San Francisco Public Utilities Commission (SFPUC)

San Francisco
Water Power Sewer
Services of the San Francisco Public Utilities Commission

Assistant General Manager, Wastewater Enterprise (0955)

Who We Are

San Francisco Public Utilities Commission (SFPUC)

The San Francisco Public Utilities Commission (SFPUC) is recognized throughout the world as a leading utility that delivers high quality water, wastewater treatment and power services through efficient, state of the art technologies that protect and sustain our precious resources. The SFPUC is proud of its infrastructure and programs, but most importantly, the SFPUC values its highly qualified and dedicated workforce which ensures that this vision becomes a reality.

San Francisco's water system developed over time from the streams and wells of its earliest days to a complex system of dams, reservoirs, tunnels, and pipelines that brings water from the high Sierra Nevada by gravity across California to join from the East Bay and San Francisco Peninsula. Today, the SFPUC provides top quality drinking water and wastewater services to the city of San Francisco, wholesale water to three Bay Area counties, and green hydroelectric and solar power to San Francisco's municipal departments. SFPUC's diverse workforce of 2,300 employees work across eight counties and serve more than 2.7 million customers in the San Francisco Bay Area – 24 hours per day, 365 days per year.

Headquartered in San Francisco with an annual operating budget of over $1.6 billion, SFPUC is comprised of three essential 24/7 service utilities: Water, Wastewater, and Power. These functions are supported by the Business Services, Infrastructure, and External Affairs bureaus. These bureaus work together to provide customers with high quality, efficient, and reliable water, power, and wastewater services in a manner that values environmental and community interests. As an innovative utility leader, SFPUC is recognized for its excellent results in service, safety, stewardship, and inclusiveness.

Our Mission:

To provide our customers with high quality, efficient, and reliable water, power, and wastewater services in a manner that values environmental and community interests and sustains the resources entrusted to our care.

Our Vision:

We are an innovative utility leader, recognized for excellent results in service, safety, stewardship, and inclusiveness.

We are an award-winning and industry-leading utilities organization committed to our customers, community interests, and the environment. To learn more about us, please visit our website at **www.sfpuc.org**.

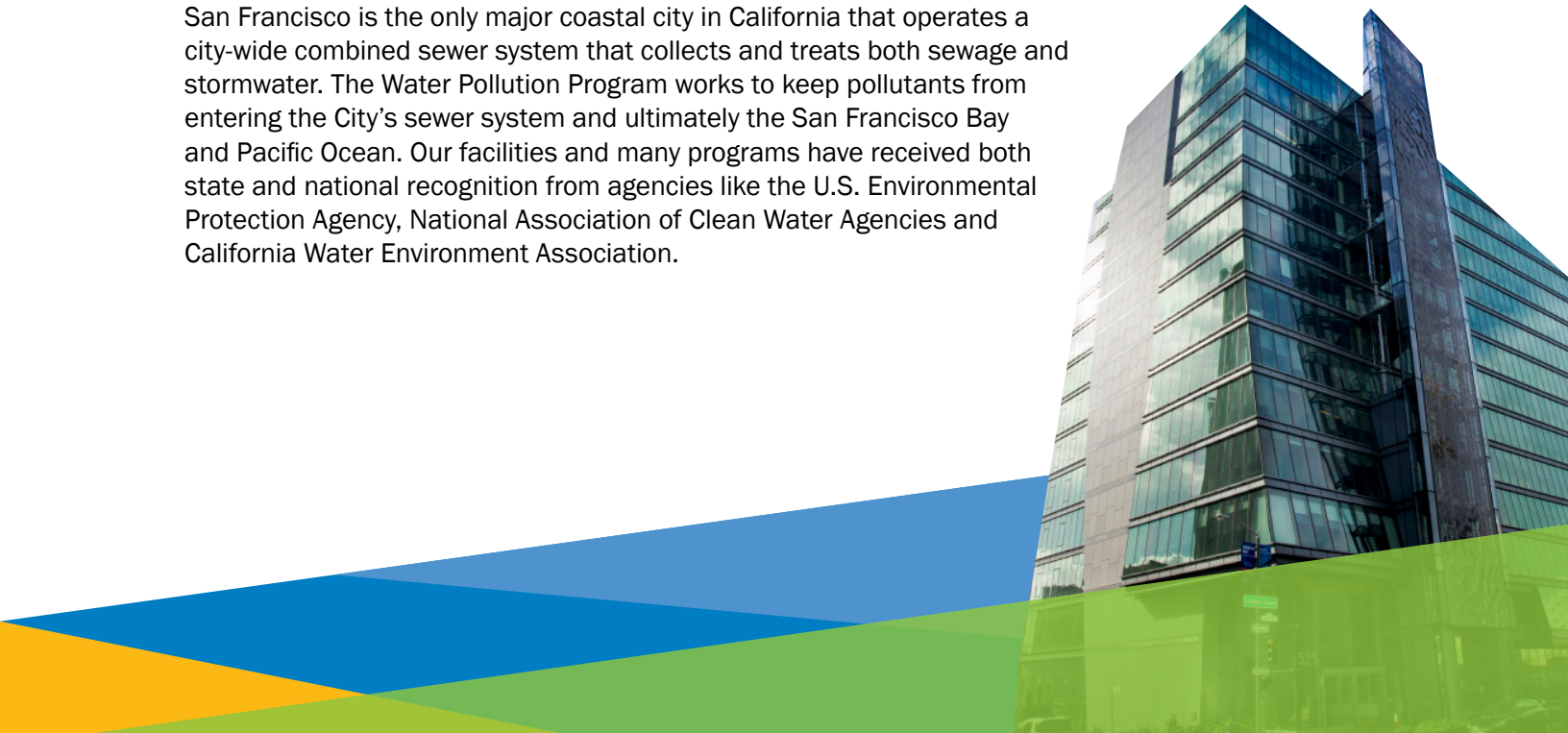
Wastewater Enterprise

The mission of the Wastewater Enterprise (WWE) is to operate and maintain the City's water pollution control plants, pumping stations and collection system in full compliance with the Discharge Permits to protect public health and the environment. The WWE maintains the nearly 1000-mile-long combined sewer system and 27 pump stations that collect sewage and storm water, moving the wastewater to three treatment plants for treatment and discharge to the San Francisco Bay and Pacific Ocean. WWE also encourages the use of green infrastructure to reduce impacts on our system.

Wastewater Enterprise is committed to the principles of quality service and environmental stewardship, as outlined in the WWE mission statement:

- Ensure reliability and optimize the life cycle of physical assets
- Comply with all applicable laws, regulations, permits, and policies relating to wastewater and stormwater
- Protect, recover, conserve and reuse resources
- Advance business practices through optimization, coordination, communication, and accountability
- Forecast, communicate and manage funding for Enterprise operational and capital needs
- Recruit, develop and retain a motivated, diverse, and highly qualified and supported workforce to ensure effective services
- Ensure the safety and security of personnel and facilities and maintain emergency response capabilities
- Promote strong customer service and ethic
- Foster constructive relationships with neighborhoods, contribute to the community and promote local employment training and business opportunities

San Francisco is the only major coastal city in California that operates a city-wide combined sewer system that collects and treats both sewage and stormwater. The Water Pollution Program works to keep pollutants from entering the City's sewer system and ultimately the San Francisco Bay and Pacific Ocean. Our facilities and many programs have received both state and national recognition from agencies like the U.S. Environmental Protection Agency, National Association of Clean Water Agencies and California Water Environment Association.



The Position

The Assistant General Manager, Wastewater Enterprise (AGM, WWE) reports to the General Manager and has the ultimate responsibility for Wastewater operations and capital improvement programs. The AGM, WWE serves as the Executive Officer of Wastewater Enterprise, coordinating the work of a highly skilled workforce that comprise the Wastewater Enterprise divisions of Operations, Maintenance, Collection Systems, Engineering, Regulatory Compliance, Watershed Planning, and Business Strategy and Performance. The WWE has a workforce of over 500 employees with a total operating budget of over $400 million.

This position coordinates with the Infrastructure bureau over the WWE Capital Improvement Program, a multi-million-dollar citywide investment required to upgrade the City's aging sewer infrastructure. The WWE Capital Improvement Program is a collection of capital investments that will help the WWE meet its goals and levels of service. The Wastewater Enterprise's capital planning budget over the next 10 years is $6.1 billion.

The Ideal Candidate

The SFPUC seeks a confident, results-oriented leader and manager who is passionate about the environment and public service. The ideal candidate will stay current with best practices and trends in wastewater management and lead the program to maximum efficiency so that the City and department goals continue to be met. They will also enjoy working in a fast-paced, supportive environment where collegiality, professionalism, teamwork, and an appreciation for fun are valued.

The Leadership Competency Model illustrates what it means to be successful for any leader at the SFPUC, supporting our commitment to organizational excellence. The ideal candidate will have a demonstrated track record and ability to exercise the following competencies which are the most critical to the AGM, WWE role:

- ***Relationship Management:*** Builds open, honest, and respectful relationships through effective communication and collaboration techniques. Develops networks and lasting partnerships across boundaries to maintain strategic relationships and achieve common goals. Utilizes a variety of communication approaches to successfully gain support, influence others, and strengthen relationships.
- ***Strategic Planning:*** Formulates objectives and priorities, implements plans, and allocates resources to achieve the long-term goals of the organization.
- ***Business Acumen:*** Understands and leverages business concepts, terms, and tools to achieve desired outcomes. Makes informed decisions and develops sound budgets and plans surrounding the financial and operational functions of the organization. Demonstrates expertise in the utility industry landscape. Develops compelling business cases to support organizational plans and objectives.
- ***Change Management:*** Ensures that planned changes are thoroughly, smoothly, and effectively communicated and implemented such that the lasting benefits of change are achieved. Leverages a structured approach and people-oriented strategies to drive the adoption and usage of new solutions to fully realize organizational benefits and project objectives.

- ***Accountability:*** Acts with integrity, honesty, and fairness; inspires trust. Clearly defines roles and responsibilities for self and others. Holds self and others to their roles and responsibilities. Complies with legal and ethical guidelines. Acts as a responsible steward of the resources entrusted to the SFPUC.
- ***Risk Management:*** Identifies, assesses, and mitigates operational, financial, legal, or health and safety risks impacting the organization's achievement of strategic goals and objectives.
- ***Talent Management:*** Builds and develops a highly skilled workforce based on organizational goals, budget considerations, and staffing needs. Creates succession planning strategies to address an aging workforce.
- ***Innovation:*** Creates a thriving culture in which employees feel both safe and encouraged to explore new ideas and improve existing ones. Develops new insights, questions conventional approaches, and encourages others to develop new ideas and innovations.
- ***Safety Excellence:*** Actively promotes a safety culture of the highest standard by allocating resources, ensuring compliance, and creating policies aligned with industry best practices.
- ***Valuing Diversity, Equity, and Inclusion:*** Recognizes the role of diversity, equity and inclusion in assembling capable teams and building a successful workforce. Fosters an inclusive and cooperative work environment where diversity and individual differences are valued and capitalized upon to achieve the vision and mission of the organization

The Minimum Qualifications for this position are as follows:

- Possession of a bachelor's degree preferably in engineering, chemistry, biology, biochemistry, public administration, business administration or a closely related field; AND
- Six (6) years of management and supervisory experience in wastewater or water utility: operations, planning, regulatory compliance, or engineering.

Desirable Qualifications:

- Master's degree or higher in a closely related field.
- Additional certifications such as a Professional Engineer or a Grade V Wastewater Treatment Certificate.
- Familiarity with the AWWA/WEF Effective Utility Management framework.

Compensation

The starting annual salary range for the Assistant General Manager, WWE (0955) is between $213,200 and $272,038. Appointment above the starting salary range may be considered based on the recruitment and is subject to approval.

This position is represented by the Municipal Executive Association (MEA).

The City also provides an excellent benefits package including:

- **Health Insurance**
  The City provides management employees with flex credit earnings, which can be spent on the premium contributions for a variety of pre-tax and post-tax benefit options, such as medical and dental plans, disability insurance, additional life insurance and long-term care insurance, paid via payroll deduction.
- **Life Insurance**
  $150,000 policy
- **Management Leave**
  5 days per year
- **Vacation Leave**
  10 days per year (after one year of service);
  15 days per year (after five years of service);
  20 days per year (after 15 years of service).
- **Sick Leave**
  13 days per year
- **Holiday Leave**
  12 paid holidays per year
- **Floating Holiday**
  5 days per year
- **Pension Benefits**
  Most employees are eligible for a pension of 2.3% at age 65, based on their highest three-year average salary.
- **Retirement**
  - A 2.0% mandatory contribution to the City's Retiree Health Care Trust Fund; and
  - A 7.5% – 10.5% mandatory employee retirement contribution for Fiscal Year 2022-23; and
  - A 7.65% mandatory contribution to Federal Insurance

To Apply

If you are interested in this outstanding opportunity, please apply online at:
https://careers.sf.gov/

Filing Deadline:
May 31, 2023

Following the closing date, applications will be screened according to the qualifications outlined above. The most qualified candidates will be invited to interviews.

If you have any questions, please do not hesitate to contact Stefanie Lim, SLim@sfwater.org.

Job Class: 0955 Deputy Director V
Appointment Type: Exempt, Full Time
This position is exempted by the Charter from the competitive Civil Service examination process and shall serve at the discretion of the Appointing Officer.