

# WEST SOUND UTILITY DISTRICT

## Job Description

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**Job Title:** General Manager

**FLSA:** Exempt

**Reports to:** Board of Commissioners

### **Basic Function:**

This is a full-time highly responsible administrative and management position. The person occupying this position has the overall responsibility of managing the District. Work involves directing and supervising all activities of the District departments, appointing and removing all management team members, and implementing policy as established by the District's Board of Commissioners.

### **Job Duties and Responsibilities:**

1. Attends all meetings of the Board of Commissioners, keeping them advised at all times of the affairs and needs of the District. Provides reports to the Board on the affairs of the District on an annual, monthly and as-needed basis. Directs issues to the Board for consideration and recommended policy options.
2. Oversees, coordinates and manages the activities of all District departments in carrying out District policy, laws, rules and regulations. Implements procedures and standards for the efficient and effective operation and maintenance of work programs. Ensures compliance with state and federal water quality rules and regulations.
3. Manages operations to achieve goals within the constraints of budgeted funds and available personnel; plans and organizes workloads and staff assignments, review progress, directs changes in priorities and schedules as needed.
4. Plans and reviews the work of the assigned functions, including such activities as system operation and maintenance, customer service, utility account and system engineering.
5. Appoints and removes all District department staff. Supervises the performance and work activities of all department managers (Plant Manager, Operations Manager, HR/Payroll Manager, Finance Manager and Information Technology Manager), and supervises all departments to ensure the efficient and professional performance of District services and activities. Establishes work rules, safety requirements and performance standards. Conducts or oversees performance reviews, and initiates and implements disciplinary actions as warranted. Resolves grievances and other sensitive personnel matters. Provides the training and motivation of subordinates in order to make full use of individual capabilities and to meet state certification requirements along with changing system demands.
6. Oversees the financial affairs of the District and assists in the preparation of long-range physical and financial goals for the District. Analyzes and recommends improvements to existing facilities, equipment and operating systems.
7. Directs the preparation of the District budget based on staffing and resource requirements, cost estimates and District goals. Monitors and documents expenditures.

8. Assigns tasks to consultants; provides coordination with local and state officials.
9. Represents the District in the Sewer Advisory Committee with the City of Port Orchard, which includes preparation of budget reports and special studies.
10. Investigates and corrects specific water quality concerns reported by citizens and researches larger water quality issues that might affect the system in order to guarantee safe, potable water to residents. Documents reported problems and action taken to resolve the problems and minimize future liabilities.
11. Investigates and corrects specific wastewater concerns reported by citizens and researches issues that might affect the system in order to guarantee safe and reliable service to residents. Documents reported problems and action taken to resolve the problems and minimize future liabilities.
12. Establishes programs to ensure proper and cost-effective functioning of systems, such as preventative maintenance programs, backflow prevention and inventory.
13. Directs the resolution of problems or emergencies affecting availability or quality of customer services. Responds to the most sensitive or complex public inquiries or service complaints, assuring that resolutions are documented to minimize future problems. Functions as District Public Relations Officer.
14. Directs the development of the Sewer and Water System Plans.
15. Directs the development and maintenance of systems and records that provide for the proper evaluation, control and documentation of operations.
16. Performs other related duties as assigned by the Board.

### **Training and Educational Requirements**

The minimum training and education requirements include:

Education: Four-year degree in Public Administration or closely related field is desired.

### **Experience**

Ten (10) years of municipal management experience, preferably as a manager of a municipality that provides water and sewer utility services.

### **Knowledge, Skills and Ability**

While requirements may be representative of minimum levels of knowledge, skills, and abilities to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

- Thorough knowledge of the principles and practices of public administration
- Thorough knowledge of municipal organization and functions and related federal, state and local laws, rules, regulations and special programs
- Thorough knowledge of accepted professional management practices
- Thorough knowledge of personnel regulations, policies and procedures
- Knowledge of sewer and water utility systems.

- Knowledge of codes, regulations, practices and principles that apply to sewer and water utility systems.
- Ability to plan, organize and oversee assigned work programs, including monitoring work schedules, legal requirements, and progress reviews.
- Ability to develop and recommend policies, procedures and budgets to meet District objectives and overall goals of the District.
- Ability to prioritize, assign, monitor, and evaluate the work of District staff.
- Ability to communicate effectively with individuals and groups regarding complex or sensitive issues or regulations.
- Ability to establish and maintain effective working relationships with District personnel, subordinates, other agencies and the general public.
- Ability to analyze and evaluate operations and develop and implement corrective action to resolve problems.

The General Manager must be able to communicate effectively both verbally and in writing. Should possess good judgment and ability to make decisions without supervision; excellent leadership skills; and capability to deal with the public in a professional and courteous manner.

### **Working Conditions**

Work is performed indoors and outdoors. The employee may need to work in a confined space and will be required to work on ladders, inclines, and in noisy areas. The employee may be exposed to extremes in temperature, chemicals or noxious fumes, and to insect stings. The employee may be required to wear protective clothing or equipment in the performance of duties.

### **Physical Stamina**

The General Manager must have overall stamina and ability to perform moderate physical activity, including the ability to stand or walk for long periods of time. The incumbent must have vision corrected to at least 20/40.

### **Other**

The employee is required to have a valid Washington State driver's license at all times.

All employees must comply with the District's Drug and Alcohol Program. All employees who operate District vehicles must have a driving record acceptable to the District's insurance carrier.

*Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. However, some requirements may exclude individuals who possess a direct threat or significant risk to the health and safety of themselves or other employees.*

*The job description does not constitute an employment agreement between the Employer and employee and is subject to change as the needs of the Employer and the requirements of the job change.*