

SOOS CREEK WATER & SEWER DISTRICT

JOB DESCRIPTION

JOB TITLE: GENERAL MANAGER

GRADE: 15

REPORTING RELATIONSHIPS:

REPORTS TO: BOARD OF COMMISSIONERS

DIRECTS: OPERATIONS MANAGER, FINANCE MANAGER, HUMAN RESOURCES MANAGER

JOB SUMMARY: Manages and leads the overall operation of the District to ensure compliance with federal and state statutes. Is responsible for the administration and implementation of Board approved policies, resolutions, procedures, goals, and objectives. The scope of responsibilities includes the leadership and management of the overall operations, construction, maintenance, and administrative practices, employees, facilities, programs, projects, and planning of the District. This position is the lead strategist for the District in interactions with regulatory agencies, Seattle Public Utilities, King County Wastewater Treatment Division, neighboring jurisdictions, water and sewer municipalities, regional water associations, civic groups, and professional organizations. Negotiates on behalf of the District, and when appropriate represent the District before legislative, public and private groups, industry leaders, associations and partnerships.

The General Manager functions as the Senior Executive of the District and reports to the Board of Commissioners. This position provides direct supervision to the Operations Manager, Finance Manager, and Human Resources Manager, and provides general leadership and guidance to all other District employees.

CONTACTS:

INTERNAL: Board of Commissioners, Operations Manager, Finance Manager, Human Resources Manager, Field Supervisor, Administrative Assistant, office staff, and field staff.

EXTERNAL: Outside consultants, District customers, the public, various governmental agencies, water and sewer municipalities, and professional organizations.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The specific statements shown for each task are not intended to be all inclusive. They represent minimal essential elements and criteria considered necessary to successfully perform the job. Other related duties and responsibilities may be required or assigned, as needed.

General Manager

1. Plans and develops long and short-range goals to ensure attainment of District objectives.
2. Active leadership in local, state, and federal political arenas.
3. Lobby local, state, and federal elected officials to support or modify legislation that impacts our industry.
4. Makes presentation to public organizations such as chambers and city councils.
5. Works closely with the Board of Commissioners, organizations, and appropriate federal and state agencies regarding District programs, advises the Board on issues and programs, prepares and recommends specific long-range plans and action proposals to the Board, coordinates the preparation and presentation of various agendas, reports, and written materials.
6. Supports the Finance Manager in the coordination, preparation, and presentation of the annual District budget and annual rate setting, including proposed capital and extraordinary expenditures, to the Board of Commissioners.
7. Supports the Operations Manager in identifying to the Board District needs for capital improvements and related budgets, including controls on District expenditures.
8. Develop and make presentations to the Board of Commissioners on various topics including monthly General Manager's Report and other issues of importance to the District.
9. Represents the Board and the District in contacts with various governmental agencies, associations, community groups, businesses, and other organizations.
10. Directs the development and implementation of management systems and organizational structures on a District-wide basis.
11. As the Officer of the District, reviews, approves, and signs District contracts and agreements that do not require the specific signatures of the Board of Commissioners.
12. Reviews and recommends to the Board revisions to rate structure and municipal bond financing.
13. Coordinates with Human Resources to review personnel actions and recommendations, including employee benefits, compensation, hires, formal disciplinary actions, and separations.
14. Resolves escalated customer issues, as needed.
15. Ensures proper relations with the Board of Commissioners and works to establish constructive, effective public relations.

General Manager

16. Attends District Board of Commissioners meetings, and outside District-related meetings. Provides information and recommendations to the Board of Commissioners.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Public water system and sewer system operations.
- Water and wastewater utility safety regulations and requirements.
- Principles and practices of public administration, including administrative analysis, fiscal planning and control, and policy and program development.
- Relevant federal, state, and local laws, rules, ordinances, and legislative processes controlling District functions, programs, and operations.
- Research and evaluation methods.
- Integrating enterprise level software systems.
- Management and supervisor theories, principles, and practices.
- Employment laws and personnel procedures.
- Personnel relations, diplomacy, and maintaining a harassment-free working environment.
- District policies, regulations, procedures, and safety regulations.
- Principles and practices of budgeting and financial management.
- Computer and applicable software applications.
- Construction specifications, regulations, and procedures of state, county, and local jurisdictions.
- Water and wastewater system regulatory requirements imposed by federal, state, or local agencies, including RCW 57 and applicable statutes.
- Understanding cybersecurity and the role of a strong cybersecurity culture in the District.

Skill in:

- Negotiation, strategic planning, and dispute resolution.
- Planning, organizing, coordinating, and leading the work of staff.
- Preparing and administering District budgeting processes.
- Evaluating and making recommendations to the Board of Commissioners on the development of regulations, programs, and policies.
- Maintaining accurate records of District activities.
- Modern management techniques for training, motivating, leading, evaluating, and disciplining employees.
- Establishing and maintaining effective interpersonal relationships with all organizational levels, District customers, the public, peers, community groups, associations, consultants, and other organizations.
- Communication and interpersonal skills sufficient to exchange or convey information and to give work direction.
- The use of Microsoft Office Suite, and other software.
- Preparing clear and concise written letters, memos, reports, and presentations.

General Manager

- Managing competing workload priorities and meeting established deadlines.
- Planning for and coordinating critical operations during emergencies.
- Good public relation and able to handle difficult situations.
- Working harmoniously with the public, District employees and Board of Commissioners.
- Communicating with customers and to favorably represent the District to the public.
- Handling multiple priorities, maintaining control, demonstrating good organizational skills, and able to handle non-structured days.

EDUCATION AND EXPERIENCE:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience:

- Ten (10) years of experience in the management of a water, sewer, or public utility, with five (5) years of experience working with an elected board, city council, or similar body, and responsibility for planning, development and implementation of programs, budgets, and operations.

Education:

- Bachelor's degree in Public Administration, Business, Engineering, or related field. Master's degree preferred.

LICENSES/CERTIFICATIONS:

- A valid Washington State Drivers License.

ENVIRONMENTAL/WORK CONDITIONS:

The General Manager generally works in an office environment, however, will be required to work in the field as necessary to perform the essential functions of the position. Travel is required to attend meetings and conferences.

The General Manager may be required to respond to emergencies outside normal hours. In addition, the General Manager is required to attend Board of Commissioner meetings and other meetings as scheduled during or outside normal working hours.

PHYSICAL EFFORT/SENSORY REQUIREMENTS:

Work may involve considerable sitting when in the office and considerable walking, climbing, or working around construction and maintenance sites when in the field. This is generally an administrative management position, but the successful applicant will be comfortable both in the field and in the office.