

## JOB DESCRIPTION

JOB TITLE: GENERAL MANAGER

HEBER SPRINGS WATER AND WASTEWATER UTILITY

### GENERAL DESCRIPTION OF WORK:

Responsible for the day to day supervision and management of the Water and Wastewater divisions to ensure that water and wastewater facilities and systems are operated and maintained efficiently and in accordance with federal, state and local standards and regulations, and in a manner which protects and preserves the environment and public health.

### UNDER SUPERVISION:

The General Manager is supervised by the Heber Springs Water and Sewer Commission.

### ESSENTIAL JOB FUNCTIONS:

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required or assigned by the Water and Sewer Commission.

- Manages company personnel to ensure that all water and wastewater facilities are operated, repaired and maintained efficiently and effectively and in a manner to comply with all federal and state standards, permit conditions, and rules and regulations.
- Develops, recommends, implements and updates standard operating procedures to economize operations in the repair and maintenance of facilities while increasing productivity.
- Develops, recommends and implements procedures to increase productivity and efficiency of personnel and facilities.
- Monitors Utility's services contracts to ensure compliance and effective performance.
- Conducts studies and oversees the implementation of mandated environmental reports such as water audits, leak detection surveys, backflow cross/connection plan and water quality reports.
- Recommends and oversees the implementation of the division annual work plan and projects plans for water and wastewater facilities and systems.
- Oversees dissemination, accountability and the proper stockage level for equipment, materials, supplies, and vehicles.
- Prepares and coordinates the permitting and re-permitting of water and wastewater facilities. - Ensures permit conditions are complied with.
- Coordinates the modification and improvement of facilities and systems to increase efficiency while reducing operating costs.
- Oversees loss control and prevention, safety programs, and organizational training and cross-training to increase technical skills and knowledge to result in increased productivity and performance.
- Ensures that customer complaints and inquiries are resolved quickly and effectively
- Recommends and implements effective programs for enhancing the public image of the Utility.

- Represents the utility before public meetings and groups.
- Promotes a good public image of the department and city.
- Coordinates with the Water and Sewer Commission in the preparation of budgets to ensure adequate funding for projects, capital improvements, and renewal and replacement.

#### ESSENTIAL JOB FUNCTIONS:

- Manages budget expenditures to ensure sufficiency of funds.
- Prepares complex reports, studies, and correspondence for the expansion and improvement of water and wastewater facilities and systems. Implements appropriate corrective action.
- Reviews, verifies and submits operating and other reports to appropriate regulatory agencies and departments on a timely basis.
- Coordinates technical bid specification preparation, review and processing. Attends bid openings, evaluates bids and provides bid recommendation.
- Reviews plans and technical specifications for water and wastewater facilities and system's expansion and modification.

#### MINIMUM QUALIFICATIONS:

#### KNOWLEDGE AND ABILITIES

- Knowledge of all phases of managing water production, storage treatment, and transmission; and wastewater collection, treatment, and disposal to include expansion of systems, permitting, repair, maintenance, and operations.
- Knowledge of state and federal regulatory standards and rules and regulations pertaining to permitting, operating and maintaining water and wastewater facilities.
- Knowledge of management practices and techniques to achieve cost savings and to maximize production and efficiency of personnel and equipment.
- Knowledge of systems and facilities repair and construction techniques.
- Knowledge of safety practices.
- Skill in maximizing personnel and equipment productivity.
- Skill in communicating with others, both orally and in writing.
- Skill in short and long range utilities planning.
- Ability to quickly organize and manage personnel and equipment resources in all situations.
- Ability to interact with city employees, elected officials, the news media, and the public.
- Ability to motivate employees to optimize safety and efficiency.
- Ability to identify equipment and personnel problems and to implement appropriate corrective action quickly and efficiently.
- Ability to work independently and to use good judgment in all situations.
- Ability to read, understand and comprehend complex engineering drawings, plans and specifications.
- Ability to develop written standard operating procedures and guidelines.
- Ability to make management decisions quickly, appropriately and effectively.
- Ability to use a computer, calculator, copier, scanner, and facsimile.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent.
- Bachelor degree in Business Administration, Management or related field preferred.
- Experience in the maintenance, repair and operation of a water/wastewater utility. Five (5) years of supervisory experience preferred.

LICENSES, CERTIFICATIONS OR REGISTRATIONS REQUIRED

Must have or be able to obtain a Class 4 Water Treatment license issued by the Arkansas Department of Health, a Class 4 Water Distribution license issued by the Arkansas Department of Health and a Class 3 Wastewater Treatment License issued by the Arkansas Department of Environmental Quality.

Other: Must maintain a telephone for emergency contact.

ADA COMPLIANCE:

Physical Ability: Tasks require the ability to use both hands and all fingers for typing, walking, bending and crawling. Driving and the operation of a vehicle to provide transportation between job sites is a requirement.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate both orally and in writing.

Environmental Conditions: Essential functions are performed inside and alone. Other functions may be performed outside as well as other venues.

MARGINAL/SECONDARY JOB FUNCTIONS:

In case of emergency or crisis situation (tornado, flood, etc.), position is required to respond/perform recovery/repair duties.

"The Heber Springs Water and Wastewater Utility is an Equal Opportunity Employer." In compliance with the Americans with Disabilities Act, the Utility will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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Employee Signature

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Date