

**Job Title: GENERAL MANAGER**

**Department: Administration**

**Reporting Relationship:**

Works under the supervision of and reports directly to the Board of Trustees.

**Position Description:**

Under general directions, manages the overall general operations of the Water Company and its team members.

**Qualifications:**

Any combination of training, education and work experience which indicates possession of the skills, knowledge and abilities listed.

A college education with a degree in business administration or a related field and five (5) years of management-level experience in a related field, preferably in utility operations. This is a position of responsibility requiring leadership capabilities and the ability to make responsible, timely decisions regarding all Water Company matters

Possession of a valid “State of Ohio Motor Vehicle Operator’s License”; an ability to communicate effectively with team members, customers, and external parties; and an ability to maintain self-control under adverse circumstances.

**Summary of Essential Functions:**

*Including but not limited to the following;*

- Manages and directs all utility operations and team members, ensuring that established policies are implemented and enforced.
- Attends Board of Trustees meetings. Defines problems and collects data for recommendations to the Board of Trustees as required.
- Interviews job applicants for all positions in the utility and establishes departmental policies and procedures.
- Oversees disciplinary procedures and action taken with team members and ensures maintenance of documentation.
- Prepares and Conducts evaluations of the management team.

**01. Job Title: GENERAL MANAGER (contd.)**

- Ensures communications of and compliance with company policy, procedures, and safety practices.
- Delegates and follows-up with the management team to ensure effective performance of job duties.
- Identifies opportunities to improve the overall Water Company operations, and initiates projects as needed.
- Evaluates current technology and industry trends and resources to leverage for possible use.
- Negotiates team member benefit policy renewals, and looks for and recommends new or improvements to existing benefits for implementation.
- Acts as fiduciary trustee for the 401K plan, and ensures compliance with regulatory requirements.
- Oversees the onboarding process with all new team members and enrollment for benefits.
- Ensures overall Water Company compliance with local, state, and federal regulations, and takes action as needed.