

## **GENERAL MANAGER JOB DESCRIPTION**

### **I. JOB SUMMARY**

The Mt. View-Edgewood Water Company (Company) is a private, mutual company formed on April 7<sup>th</sup>, 1925. We are a non-treated, chemical free system and intend on staying that way. The primary responsibility of all Company employees is to ensure public health and protection of property by providing sufficient quantities of safe water for drinking and fire protection. The goal of the Water Company is to provide excellent customer service to its members.

The General Manager is responsible for overall management and daily operations of the Water Company. This includes long-term planning, budget preparation, systems operations and maintenance, water quality, new installations, capital programs, customer service, overseeing work scheduling, compliance with regulations, safety and training, company policies, and communications with the Board of Directors.

The General Manager reports to the Board of Directors.

### **II. ESSENTIAL JOB DUTIES AND RESPONSIBILITIES**

#### **A. Annual Operating Budget**

- Provide revenues and cost projections.
- Prepare wage and benefits plans.
- Recommend capital improvements.
- Present the integrated budget plan to the Board for approval.

#### **B. Daily Operations Management**

- Plan daily activities.
- Estimate time requirements.
- Oversee scheduling of human resources and equipment.
- Assign responsibilities.
- Order parts and material and oversee inventory.
- Adjust operations as needed to meet unforeseen events.
- Establish priorities and manage risk.
- Hire and termination authority for staff.
- Employee Performance reviews.

#### **C. Customer Service**

- Respond to customer complaints.
- Oversee service order work.
- Work with developers, the city, and the public.
- Assist staff with informing customers when system work affects them.
- Assist staff with membership conflicts.

- D. System and Support Equipment Maintenance
  - Monitor scheduled maintenance programs with Field Lead. Schedule outside contractors, as needed.
  - Work with Field Lead on Developer extension requirements and plan review.
  - Provide resources to support maintenance programs.
  - Maintain on-call emergency response capability.
- E. Regulatory Compliance
  - Ensure that all system changes meet company, engineering, and regulatory requirements.
  - Ensure compliance with applicable federal, state, and local regulations.
  - Oversee water quality sampling programs.
  - Maintain emphasis on safety and security.
  - Anticipate new regulations and plan for their implementation.
  - Maintain Company membership and participate in AWWA, ERWOW, and Regional Water Cooperative of Pierce County.
  - Monitor and schedule Staff classes for CEUs.
- F. Water System Plan
  - Administer the annual capital budget.
  - Work with Field Lead to manage capital projects.
  - Update comprehensive plan to accommodate anticipated growth and needed system upgrades.
- G. Board and Member Communications
  - Provide regular communications with the Board of Directors and the membership-at-large.
  - Present operating and financial reports at the monthly Board meeting.
  - Prepare GM's report for Board Packet.
  - Prepare the agenda for the Board and Annual Membership meetings.
- H. Administer Water Company Policies and Procedures
  - Ensure that policies are current and equitable.
  - Maintain job descriptions and performance standards.
  - Provide for staff development.

### **III. JOB REQUIREMENTS**

- A. Licenses and Certifications
  - Washington State Department of Health Water Distribution Manager 2 (WDM2) Certification.
  - Cross-Connection Specialist (CCS) Certification.
  - Washington State Driver's License.
  - First Aid card.
  - Accumulate CEUs necessary to maintain licenses.

B. Skills and Experience

- Preferred Bachelor’s degree and/or at least four years of management experience.
- Water system operating experience.
- Organizational and people skills.
- Computer skills in Word, Excel, Access, CAD.

**IV. BENEFITS**

- Full Medical, Dental, and Vision for employee and 80% for family members.
- Life Insurance.
- SEP (Simplified Employee Pension) annual company contribution at 7.5%.
- Full-time employees accrue vacation time as follows:

| <b>After</b>                                  | <b>Employee accrues vacation time of:</b>   |
|---|---|
| Upon Hire                                     | 10 days                                     |
| 2 <sup>nd</sup> year                          | 10 days                                     |
| 3 <sup>rd</sup> through 6 <sup>th</sup> year  | 10 days plus 1 day for each successive year |
| 7 <sup>th</sup> year                          | 15 days                                     |
| 8 <sup>th</sup> through 11 <sup>th</sup> year | 15 days plus 1 day for each successive year |
| 12 <sup>th</sup> year                         | 20 days                                     |

- The following are observed holidays of the Water Company:
  - New Year’s Day
  - Martin Luther King Day
  - President’s Day
  - Memorial Day
  - Fourth of July
  - Labor Day
  - Veteran's Day
  - Thanksgiving Day
  - Day after Thanksgiving Day
  - Christmas Day
- Employees are also entitled to three (3) personal management days which are accrued on January 1<sup>st</sup> of each year and must be used or they will be forfeited by December 31<sup>st</sup> of the same year.
- Full-time employees shall receive accrued sick leave at one day per month (8 hours), to a total of 12 days (96 hours) per year, with a cumulative limit of 36 days or 288 hours.