



DELCO
WATER COMPANY

CHIEF OPERATING OFFICER

AN EQUAL OPPORTUNITY EMPLOYER

ABOUT US

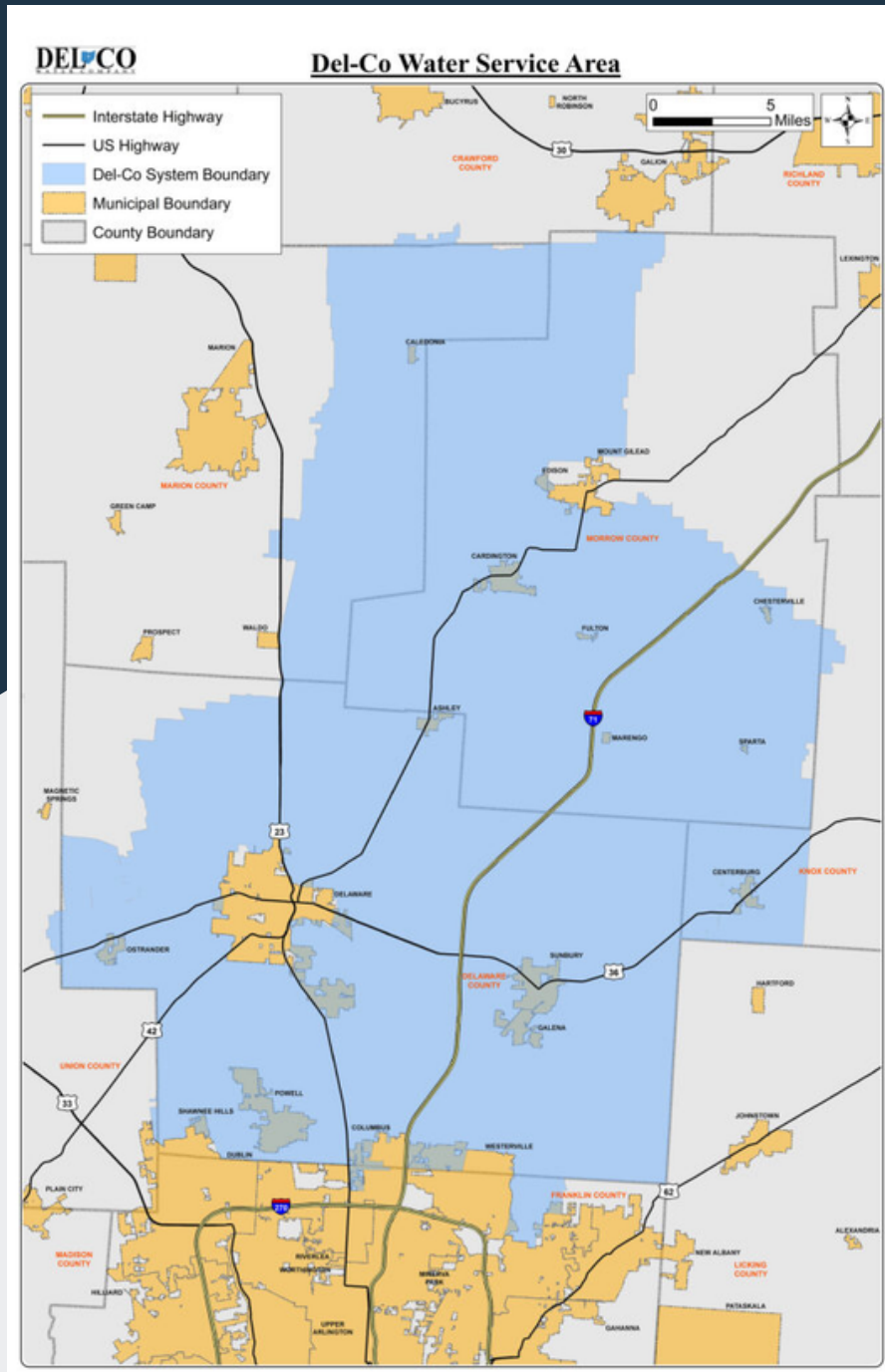


Del-Co Water is a 501(c)(12) private non-profit drinking water cooperative utility. Del-Co is among the largest water utilities in Ohio serving a population of about 150,000 in an 820 square mile service area covering part of eight central Ohio counties. Del-Co owns and operates four water treatment facilities, six reservoirs, 2,200 miles of water mains, and thirty elevated storage tanks.

The Central Ohio region is experiencing significant population growth. Del-Co's 20-year master plan predicts \$150 million in growth-related capital. Del-Co's annual operating budget is about \$34 million with a separate \$25 million annual capital improvement program.

Del-Co is governed by a nine member elected Board of Directors, which meet monthly and have a set of active committees that recommend actions to the Board of Directors.

SERVICE AREA



Del-Co provides service to parts of Crawford County, Delaware County, Franklin County, Knox County, Licking County, Marion County, Morrow County, and Union County.

CHIEF OPERATING OFFICER

Why work at Del-Co Water?

- 2021 Top Workplace Recipient as recognized by Energage and Columbus CEO Magazine
- Competitive pay and benefits including health, dental, vision, life, and disability insurance
- We offer a Pension, 401(k) and Roth plan access
- Paid time off including vacation, personal and sick time
- Educational reimbursement opportunities

Key Job Details:

Reports to: Deputy General Manager or CEO

Department: Administration

Location: Delaware, OH

Classification: Salary (exempt) Full Time

Grade: 18 (Beginning Wage of \$125,000 or greater)

About the Position:

Our Deputy General Manager is retiring in January 2024. The incumbent currently serves dual roles as both the Deputy GM and our Chief Operating Officer. Del-Co Water has decided to separate the positions and post an opening for a Chief Operating Officer who will train under and with the incumbent Deputy GM until the Jan 2024 retirement. At that time, this position will report directly to the CEO and the Deputy GM position will be permanently eliminated from the table of organization.

Currently Del-Co has over 100 employees in the following departments:

- Administration
- Billing/Customer Service
- Distribution
- Engineering
- Information Technology
- Maintenance
- Treatment

The Chief Operating Officer will direct several departments (to be determined based on experience and qualifications), but it is anticipated that at a minimum it will include Distribution, Maintenance and Treatment.

JOB DESCRIPTION

Under the direction of the Deputy GM or CEO, the incumbent will perform highly responsible and complex administrative and technical work while assisting the CEO with the direction and coordination of the utility; provide leadership and drive corporate goals through effective and efficient operations; facilitate interdepartmental cooperation and sharing of resources; acts as CEO in their absence.

REPRESENTATIVE DUTIES

The following essential duties are typical for this classification, and ability to complete all of these duties as assigned is required. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

General:

- Provides leadership in developing long-range plans, goals, and vision to meet the utility's future programs and activities.
 - Directs daily operations to align with company goals and strategies.
 - Identifies and leads implementation of innovation and changes to process or programs.
 - Delivers on work programs to meet utility strategic plan.
 - Provides written/verbal reports regarding significant issues pertaining to company operations.
 - Informs CEO and C-suite of overall organizational challenges and their status; presents solutions to challenges/problems.
 - Optimizes resources and personnel to complete efficient and effective operations.
 - Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; attends workshops, conferences and training sessions as appropriate.
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Communication:

- Reviews reports, correspondence, and queries from board members, customers, the general public and others; determines/initiates appropriate action/response in a professional and timely manner.
- Elevates communication and cooperation among departments to create a spirit of unity in the organization.
- Build and maintain trusted relationships with the public, local governments and other individuals and organizations.
- Represents the utility at various public forums, conferences, organizations and elsewhere as required.
- Attends meetings, serves on committees, and makes presentations as needed.

Management:

- Assumes ownership and responsibility for assigned departments, programs, projects, and duties.
 - Communicates directly with department heads and executive staff; receives feedback and assists divisions in understanding goals and vision of company.
 - Assists department heads; responds to requests for policy implementation direction.
 - Analyzes internal operations and identify areas of process enhancement.
 - Monitors, coordinates, or conducts various projects as assigned; discusses projects with parties involved; gathers proposals and provides recommendations; tracks status and costs of projects.
 - Compiles or monitors administrative and/or statistical data pertaining to company operations, projects, and programs; analyzes data and identifies trends; summarizes data and prepares reports.
 - Plans, directs, and conducts major special studies and projects as assigned and supervises the preparation and presentation of reports, findings, and recommendations.
 - Meets with contractors, vendors, and others as required to facilitate company business such as major infrastructure projects; facility construction, operation and maintenance; equipment maintenance, repair and replacement; safety and related issues.
 - Assures compliance to company, federal, state, and local business laws and requirements.
 - Understands and ensures compliance requirements met for regulated activities.
 - Owns and controls budget and resource allocation in assigned areas.
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Staff Development:

- Focuses on employee development and retention by using communication skills, active listening, and counseling with employees, providing objective feedback to subordinates, motivating the workforce, and using effective conflict resolution skills.
- Develops subordinates by providing training, developmental opportunities and career development discussions.

QUALIFICATIONS

Education: Any combination of education, experience and training which would provide the opportunity to acquire the knowledge necessary to complete all aspects of position as described in this job description. Typically, this would include graduation from an accredited college or university with a bachelor's degree or better in engineering, public administration, business administration, environmental studies, or a closely related field. Master's Degree or Ph.D. preferred.

Experience: Five years or more of senior-level administrative and supervisory experience, which included responsibility for the development and implementation of complex public works/utility projects, programs, goals, policies, change management and strategies.

License: Registration as a Professional Engineer and/or certification as a Water Supply or Distribution operator are highly desirable. Possession of a valid driver's license with acceptable driving record. Must be available for emergency call-outs and work off-shift as needed.
