POSITION DESCRIPTION

GENERAL MANAGER

EMPLOYEE: Saxon, Ed  
SOC CODE: 11-1011 (1A)  
FLSA STATUS: Exempt  
POSITION GRADE: 21  
DEPARTMENT: Executive  
JOB CLASS: 1010  
REPORTS TO: Board of Directors  
UPDATED: June 2014

SUMMARY: Under general policy guidance from the Board of Directors, plans, organizes, integrates, fiscally controls, directs, administers, reviews and evaluates the activities, operations, and services of Beaufort-Jasper Water and Sewer Authority (BJWSA); recommends Board of BJWSA's Strategic Plan and annual business plan; ensures execution of short- and long-term goals and objectives consistent with the Strategic Plan and annual business plan; ensures operations and functions effectively serve the needs of customers/rate payers throughout the service area; while complying with applicable laws and regulations; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS: The incumbent is selected by the Board of Directors and serves as the Chief Executive Officer or General Manager. The General Manager is accountable for developing, implementing and executing short- and long-term plans, policies, budgets, and strategies to accomplish BJWSA's mission, Strategic Plan and Board of Directors priorities. The incumbent operates within broad general policy guidelines and exercises substantial latitude and discretion to achieve effective and efficient utilization of the resources in serving the constituencies and rate payers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core responsibilities and essential duties represent the key areas of performance for the General Manager. These areas (planning, administration, financial management, board relations and communication and public relations), as detailed below, align with the annual performance evaluation and should be considered with the performance goals that are established and approved annually by the Board of Directors.

Duties include but are not limited to:

1. **Planning** for the future is one of the most critical leadership responsibilities of the General Manager. Working with the Board, the General Manager must develop a shared vision for the future of the organization, build understanding around the mission, and develop appropriate goals and strategies to advance the mission.
   a. Plans, organizes, controls, integrates and evaluates the work of all departments to ensure that operations and services comply with the policies and strategic direction set by the Board of Directors and with all applicable laws and regulations; with the executive management team, develops and recommends adoption of a Strategic Plan and annual business plan; directs the development and implementation and monitors the accomplishment of short- and long-term plans, goals and objectives to achieve the mission, Strategic Plan, Board Priorities and compliance with applicable laws and regulations; directs the development of operating and capital improvement budgets for approval and adoption by the Board; directs the annual rate setting and participates in public and Board discussion on proposed rates.

2. **Financial Management** – Ensuring that resources are managed wisely is especially important for a nonprofit organization operating in the public trust. The General Manager's role is to see that the organization's goals and strategic plan serve as the basis for sound financial management, that solid budgeting and accounting systems are in place, and that appropriate financial controls and risk management strategies protect the organization's assets.
   a. Provides direction and support in the preparation of budgets, rate proposals, capital improvement plans and other financial reports. Monitors income and expenses, audits and other financial activities to ensure BJWSA's ability to meet its customer's current and future demands.
b. Directs and monitors implementation of adopted budgets and all major engineering and construction projects; directs and monitors the development, implementation and evaluation of plans, policies, systems, financial strategies and procedures to achieve short- and long-term organizational goals, objectives and work standards.

3. **Administration** — The General Manager has overall responsibility for the day-to-day operations of the organization. The General Manager works with the staff to develop, maintain and use the systems and resources that facilitate the effective operation of the organization.
   
   a. Performs a variety of administrative tasks on a regular basis that include but are not limited to preparing, reviewing and evaluating engineering and other technical and financial reports, operational reports, preparing correspondence and agendas, gathering information for Board members and related.

   b. Directs and oversees the creation and maintenance of comprehensive, effective human resource management programs, policies and systems; directs the improvement of management systems, processes and measurement techniques to improve BJWSA’s operations and effectiveness; directs the development and implementation of a long-range technology plan.

   c. Plans and evaluates executive staff performance; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with BJWSA’s policies.

   d. Resolves complex customer service complaints as requested. Assists the Customer Service Department with the resolution of billing, metering, and system capability questions, customer requests and complaints.

4. **Board Relations** — Together, the General Manager and the Board form the leadership team of the organization. Each arm of the team draws upon its own unique strengths and abilities. The General Manager and Board have joint responsibility for developing and maintaining a strong working relationship and a system for sharing information that enables the Board to effectively carry out its governance role.

   a. Interacts with legal counsel as necessary and appropriate.

   b. Provides staff assistance to the Board of Directors; prepares, submits, and presents staff reports and other necessary staff correspondence and recommendations to the Board on issues for its consideration and action; oversees the preparation and administration of the Board agendas; keeps Board advised of financial conditions, programs progress, and presents the future needs of BJWSA; prepares recommendations and advises the Board on matters requiring legislative action; carries out direction of the Board by assigning tasks and evaluating results.

5. **Communications and Public Relations** — The General Manager serves as the primary spokesperson and "public face" for the organization. This role has three major components: effectively promoting the organization, advocating for the mission and work of the organization, and building relationships with the constituent or stakeholder groups critical to the success of the organization.

   a. Participates in regional, state and national water, wastewater and water reclamation meetings and conferences to stay abreast of trends and technology related to BJWSA operations. Participates in professional and community organizations on behalf of BJWSA and as part of BJWSA’s community involvement and public affairs programs and activities.

   b. Serves as primary liaison between BJWSA and news media, press and the public. Prepares communications both written and verbal for Board members.

   c. Directs and oversees the analysis of proposed legislation and regulation; directs and participates in industry and intergovernmental activities to influence legislative and regulatory change consistent with BJWSA’s interests and needs; serves as the chief representative in dealings with constituents in the service area and with other industry and governmental agencies, professional organization and elected officials.

6. Performs other duties as required within the scope of responsibility.

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**MINIMUM QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
DESIRED MINIMUM QUALIFICATIONS

Knowledge of: Theory, principles, practices and techniques of organization design and development, public administration, public financing, financial management and long-range planning as they apply to a large, complex public water, wastewater and water reclamation utility; principles, practices and techniques involved in the construction, maintenance and operation of a large, complex potable water distribution and water reclamation system; federal, state and local laws, regulations and court decisions applicable to a water distribution and reclamation system; organizational functions and associated management, financial and public policy issues; principles and practices of budgeting, purchasing and maintenance of public records; organization and functions of a board of directors; laws and regulations governing the conduct of public meetings; social, political and environmental issues influencing program/project development and implementation; research methods and analysis techniques; principles and practices of effective human resource management and supervision; organizational personnel rules, policies and employment law; principles and practices of sound business communications.

Ability to: Analyze and make sound recommendations on complex management and administrative issues; plan, organize and direct the operations of a large, complex water distribution, wastewater and water reclamation system; understand, interpret, explain and apply organizational policy and procedures; present proposals and recommendations clearly, logically and persuasively in public meetings; represent BJWSA effectively in negotiations; establish and ensure compliance with appropriate procedures and controls; prepare clear, concise and comprehensive correspondence, reports and other written materials; exercise sound, expert independent judgment within broad general policy guidelines; establish and maintain effective working relationships with Board members, executives and managers, other elected and appointed governmental officials, industry and business executives, professional and community groups, consultants, developers, employees, media representatives and the public; exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.

EDUCATION and/or EXPERIENCE: Master’s degree in engineering, public administration, planning or related field, with a minimum of three years of experience in water and sewer operations and a minimum of six years management experience. Additional years of related experience combined with a Bachelor’s degree may be substituted for a Master’s degree. A successful candidate will have at least ten years public agency senior management level experience preferably in the field of public water and/or sewer works. Experience managing operations of at least 50 employees is preferred. A strong financial background with a minimum of five years demonstrated ability to develop and manage multi-million dollar annual operating budget is also preferred.

Beyond the core functional responsibilities, there are a number of additional leadership and interpersonal skills that are important to the General Manager’s success.

- Leadership skills include: a clear commitment to the organization’s mission and values; an ability to motivate and engage others in advancing the mission of the organization; an ability to learn from the successes and failures of the past in planning for the future; a willingness to ask difficult questions and challenge organizational assumptions; an awareness of trends and information in the external environment that may impact the organization and a sense of innovation and creativity.
- Interpersonal skills include: effective problem-solving skills; good judgment in decision making; effective communication skills; the ability to build trusting relationships; the ability to balance diverging and competing points of view and the ability to accept construction criticism.

CERTIFICATES, LICENSES, REGISTRATIONS: Must possess a valid driver’s license.

Data Conception: Requires the ability to compare and or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes providing senior level guidance and direction to all staff members and departmental operations as well as receiving directives and objectives from the Board.

Language Ability: Requires the ability to read a variety of documents, reports, and other materials; must be able to type and/or prepare various documents and reports using the proper format, punctuation, spelling and grammar. Requires the ability to communicate with co-workers, supervisors, customers, etc. with poise, voice control, and confidence.
Intelligence: Has the ability to utilize principles of abstract thinking in performing duties and making recommendations for procedural changes effecting the operations of the Authority. Is able to deal with a variety of abstract variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages and decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing equipment.

Manual Dexterity: Requires the ability to handle a variety of items, equipment, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must be physically able to operate basic office equipment including typewriter, computer, copier, calculator, fax machine, etc.

The strength rating for this position is sedentary; but may require walking, standing, reaching, and/or stooping for brief periods of time. The noise level in the work environment is a 3 (moderate).

DISCLAIMER AND ACKNOWLEDGMENT

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

THIS IS NOT A CONTRACT OF EMPLOYMENT. EMPLOYMENT REMAINS AT-WILL AND MAY BE TERMINATED BY EITHER PARTY AT ANY TIME, WITH OR WITHOUT NOTICE OR REASON.

Employee’s Signature

Date

Board Chair’s Signature

Date