



Job Description

JOB CLASSIFICATION

Job Title: General Manager

Department: Management

Reports to: Board of Commissioners

FSLA Status: Exempt-Salary

POSITION PURPOSE

Under minimal direction, the General Manager is responsible for providing Anderson County Water Authority (ACWA) customers with superior quality and reliable water and sewer services in accordance with the policies and procedures established by the Board. Provides professional and technical staff support and assistance to the Board as required; coordinates and manages all ACWA interactions with federal, state, county, local, and other agencies. Interacts professionally, promptly, and responsibly with neighboring and other utilities and performs other duties as required. This position reports directly to the ACWA Board of Commissioners. The scope of duties performed under this position is complex and diverse in nature with executive management responsibility over all segments of ACWA's public utility infrastructure being the primary focus. Must work from general directives and broadly defined missions as set by the Board. Regularly required to achieve critical goals and objectives as determined by the Board while understanding that poor performance may seriously affect the ability of the organization to meet its overall long-term business, service, and safety objectives. Directly supervises the work of the senior management staff.

RESPONSIBILITIES

- Plans, directs, oversees, and coordinates the services, activities, and functions of all segments of ACWA operations.
- Manages ACWA personnel with authority to hire, discipline, and terminate employment.
- Recommends pay scales, cost-of-living adjustments, and deviations to established pay schedules to the Board for approval.
- Manages the selection, training, and supervision of all staff.
- Demonstrates and promotes an effective and motivated, collaborative environment conducive to a positive work experience for all employees.
- Coordinates ACWA activities and interactions with all regulatory agencies; ensures compliance with all state, local, and federal laws, regulations, and applicable codes.
- Communicates and interacts effectively with diverse individuals and with groups of people with conflicting interests.
- Plans, organizes, schedules, and coordinates activities and sets priorities under changing and sometimes stressful conditions.
- Establishes and maintains effective, professional, and cooperative working relationships with Board members, employees, contractors, officials, other local utilities, regulatory agencies, and the public.



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- Supervises, motivates, inspects, and evaluates the work of employees and contractors.
- Prepares the annual ACWA budget for approval by the Board. Responsible for implementing and executing the approved budget and operating within its means.
- Develops short and long-term financial strategies, proposed work plans, and advises the Board on future capital project needs.
- Provides legislative direction/advice to the Board as necessary and upon request.
- Implements Board-approved policies and directives and clearly communicates the same to employees, contractors, and public.
- Serves as the principal public spokesperson for ACWA on behalf of the Board.
- Represents ACWA at public and professional functions.
- Oversees public information, public education programs, and coordinates media relations.
- Keeps Board members informed and updated during significant events that involve regulatory notices, safety issues, prolonged disruption or limitation in services, or could negatively impact ACWA's public image.
- Monitors and oversees ACWA infrastructure and rehabilitation efforts; ensures required and appropriate records are maintained and archived.
- Prepares, executes, and manages all water and sewer wholesale supply contracts and recommends changes or amendments to such contracts to the Board for approval.
- Serves as principal purchasing agent in accordance with Board-approved policies.
- Confers as necessary with ACWA legal counsel, engineers, and developers.
- Manages contractors and consultants ensuring ACWA standards and policies are maintained.
- Performs other work-related duties as assigned or necessary.

EDUCATION & EXPERIENCE

- Bachelor of Science degree in Engineering, Public Administration, Business Administration, or similar discipline applicable to the management and operation of a public utility system.
Preferred: Bachelor of Science in Engineering with a professional engineering license in the State of Tennessee (P.E.)
- Minimum of ten (10) years utility-related experience or similar work experience deemed acceptable to the Board.
- Minimum of eight (8) years supervisory experience with a utility system or similar supervisory experience deemed acceptable to the Board.

WORK ENVIRONMENT

Candidate must be able to function in office, field environments, and perform the following, with or without reasonable accommodation:

- Utilize vision, hearing and speech, manual and finger dexterity.
- Walk on smooth and/or uneven surfaces, climb ladders or steep surfaces.



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- Stand upright, forward flexing, twist, turn, bend, and reach; Lift and/or carry 35 pounds.
- Work in areas subject to wetness, molds, damp surfaces; dust, mists, fumes, and elevated levels of noise with a variety of weather conditions, extremes of heat or cold; must wear required personal protective equipment.
- Must live in close proximity to the ACWA service area to ensure a physical presence during inclement weather and other emergency events that may disrupt or limit mission-critical utility services (living within a 20-mile radius of ACWA's office complex is preferred).