

**SILVER LAKE WATER AND SEWER DISTRICT  
POSITION DESCRIPTION**

Position Title:	General Manager	Department:	
Report To:	Board of Commissioners	Supervises:	5

**1.0 MAJOR FUNCTION AND PURPOSE**

This position directs, manages, and coordinates the overall operations and administrative practices, staff, facilities, programs, projects and planning, directing activities with outside consultants such as engineers, attorneys, and finance professionals. This position has overall responsibility to develop, implement, and continue policies set by the Board of Commissioners. This position is responsible for review and approval of all personnel actions, including hiring, formal disciplinary actions, and separations. The incumbent represents the District in interactions with regulatory agencies, neighboring jurisdictions, regional water associations and civic groups.

**2.0 SUPERVISION RECEIVED**

This position serves under the direction of the Board of Commissioners.

**3.0 SUPERVISION EXERCISED**

This position directly supervises the District Engineer, Finance Manager, Operations & Maintenance Manager, Executive Assistant, and Technical Services Manager.

**4.0 MAJOR JOB RESPONSIBILITIES**

Plans, coordinates, and develops the Board of Commissioners meeting packet; including the development of policy recommendations, staff reports, consultant reports, accounts payable, and other actions of the Board of Commissioners.

Supervises District Operations & Maintenance Manager, District Engineer, Finance Manager, Technical Services Manager and Executive Assistant in the performance of their duties and management of the District's operations and administrative functions.

Communicates with the Board of Commissioners to keep them informed of the issues facing the District, internally and externally.

Tracks, discusses, and implements State legislative and administrative actions that impact the District's operations. Interacts with the Washington Association of Sewer and Water Districts to influence the legislative process on public water and sewer districts. Works with other City of Everett wholesale customers to influence, develop, and plan for water and sewer rates and infrastructure needs.

Serves as the SEPA Official, reviewing, SEPA checklist, Determination of Non-Significance, and Notice of Action requests.

Responsible for the District's record keeping system including personnel, DOT drug and alcohol test results, and other permanent and highly sensitive and confidential records.

Resolves disputes with customers who have problems with District policies/actions.

Coordinates and directs activities with outside consultants, such as engineers,

accountants, attorney and bond counsel.

Works directly with the Board of Commissioners, staff, and consultants on long range planning documents, including but not limited to, the Water and Sewer Comprehensive Plans, Utility Rates and Methodology, Annual Financial Report, Annual Water Quality Report, Water Use Efficiency Report, Equipment Replacement, and Technology Plan.

Develops, reviews, and sees to the publication of customer communications including the Water Quality Report, District Newsletter, and other public information products to better educate customers on the District's services, policies, and infrastructure investments.

Works directly with the Board of Commissioners, staff, and consultants on property, infrastructure, and equipment purchases to ensure purchases are made in accordance with State law and District policy.

Accepts public records requests, claims for damages, and legal service from the public and District customers.

Work with the District Managers, District personnel, District consultants, and customers relating to claims for damages arising from District operations. Work directly with District Managers, District insurance company representatives and adjustors to review and document District operations or incidents that may result in claims against the District. Review claims for damages or incident reports with the District Managers, District personnel or District consultants to improve procedures, responses, maintenance schedules, or equipment. Communicates claims for damages to the Board of Commissioners to their review and approval.

Reviews and approves employee time sheets; including, overtime use, vacation, sick leave, and other paid time off.

Reviews and approves invoices for payment.

## **5.0 MINIMUM QUALIFICATIONS**

Bachelors Degree in Business Administration, Public Administration, Engineering or related field.

Ten years management experience with five years experience as a General Manager, Chief Executive Officer, or Department Head.

Valid Washington State Driver's License.

## **6.0 KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of modern principles and practices of management and supervision.

Knowledge of public finance with a concentration on public water and sewer financing.

Knowledge of fiscal and budget principles, practices, and procedures.

Ability to operate a personal computer and use word processing, spreadsheet, email, scheduling, database, and other engineering and office software applications.

Ability to work with the public and with other members of the organization in a positive and fair manner. Able to empathize with differing points of view and to mediate conflicts

among employees.

Ability to develop and implement work rules and safety procedures, insuring consistency within the District.

Ability to handle difficult citizen and staff complaints and concerns.

Ability to interpret complex guidelines, codes, regulations, policies, and procedures that apply to the District.

Ability to recognize organizational, operational, and training needs and implement effective changes.

Ability to make decisions under difficult and demanding circumstances involving legal or financial liability and sensitive community issues. Able to justify decisions and take responsibility for consequences. Able to make fair and consistent decisions as called up by circumstance.

Ability to work efficiently and effectively with other departments, customers, developers, consultants, contractors, agencies and the general public.

Ability to communicate verbally and in writing and written reports

Ability to understand, read, speak, and write English.

Ability to perform all related duties as required or assigned.

Adhere to District policies and procedures.

## **WORK ENVIRONMENT**

**Environment:** Standard office setting; frequent interaction with District staff and the general public; exposure to moderate noise levels.

**Physical:** Incumbents require sufficient mobility to work in an office setting; walk, stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; to stoop, kneel, or crouch; light lifting and carrying; ability to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**Hearing:** Hear in the normal audio range with or without correction.

**Tobacco & Nicotine Free:** The Silver Lake Water and Sewer District is a tobacco-free, nicotine-free, and vapor-free environment within District-owned facilities. The District's policy is to hire only non-smokers, non-vapor users, and non-chewing tobacco users.