General Manager - Utilities 2025

JESAP Profile

Job Grade:	Job Code:
Job Group:	Job Family:
Department Name For This Position: Public Works	Position Reports To (Immediate Supervisors Title): Public Works Director
Physical Location For This Position: Public Works Department	This Position Is: Exempt
This position is safety sensitive: No	Security Sensitive: No

General Description

Plans, directs and coordinates activities of the water, water billing, and wastewater by performing the following duties personally or through subordinate managers. Other duties may be assigned.

Essential Duties and Responsibilities

1. Plans, manages, coordinates, supervises, and performs oversight of staff personnel assigned to Water Billing and Water/Wastewater Departments subject to ordinances and policies approved by the City Council, Mayor and/or Public Works Director.

2. Responsible for and provides oversight to all budget activities, including the development of proposed budgets and ensuring compliance with budgets approved by the City Council, related to the Department of Public Works, including those budgets for Water Billing and Water/Wastewater Department.

3. Performs operation and maintenance of the Water/Wastewater Department to include but not limited to: the city's sewer system, water system, water and sewer departments, sewage treatment facilities, and all other public operations, facilities, and functions incident thereto.

4. Leads selection committee for professional consulting firms relative to projects undertaken by specifically including those firms assisting with Water/Wastewater Department.

5. Assumes direct responsibility for Water/Wastewater Department bid documents, is the custodian of said documents, and oversees all bid processes (i.e., including pre-bid and post-bid activities) as they pertain to projects undertaken by Water/Wastewater Department Assumes responsibility for budgeting, scheduling, estimating, cost control and inspection of all capital projects undertaken by Public Works. Assist the Finance Purchasing Manager.

6. Assists the Human Resource Department in achieving compliance within Public Works with the City's policies and applicable laws. Assumes responsibility for employees training in Public Works. Refers department management problems and personnel actions, issues, and concerns promptly to the Public Works Director.

7. Reviews status reports prepared by personnel and modify schedules or plans as required and provide said reports to the Public Works Director.

8. Responsible for building and maintaining a successful crew through actions including but not limited to interviewing, hiring recommendations, training, counseling/discipline and recommendations for termination.

9. Coordinates project activities with activities of government regulatory or other governmental agencies. i.e. permits, licensing ect.

10. Ensures for the public well-being, health, morale, and safety of Public Works personnel.

11. Demonstrates flexibility, creativity, and adaptability in the performance of job functions.

12. Functions effectively in a fast paced, complex environment and manages multiple priorities.

13. Performs Water Billing Department activities, to include the billing and collection for water, wastewater, storm water and other fees as applicable.

14. Perform any other related duties as required or assigned.

Fiscal Responsibilities

Annual budget total value

Funds, facilities & equipment total value

1,000,000 - 10,000,000

Supervisory Responsibilities

How many non-supervisory employees are directly supervised by this position?

How many supervisors report to this position?

How many employees, in total, report to the other supervisors?

What departments (if any) are supervised by this position?

Water, Water Billing and Wastewater (WWTP/Collections)

- Responsibilities For Work Of Others: Supervises an EXTRA LARGE GROUP (25+) of employees who are engaged in diversified activities in one or more departments.
- Responsibility For Funds, Equipment, Property, Etc.: REGULARLY responsible for funds, building premises, inventory, or other property owned or leased by the organization and, in addition, may have temporary custody and responsibility of patron property, which through carelessness, error, loss, theft, misappropriation, or similar action would result in VERY important monetary losses to the organization. The total value for the above would range from $25,000,000 to $50,000,000.

Education And Experience

- Education: Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college.
- Experience General: 8 years related experience and/or training.
- Experience Management: 5 years related management experience.

Work Skills

- Analytical Ability/ Problem Solving: GENERAL OVERSIGHT. Activities covered by general organizational philosophy and objectives. Solving problems in novel, non-recurring or swiftly changing situations in which the approach is not fully defined. Guidance by top executive officer or business owner.
- Planning: CONSIDERABLE RESPONSIBILITY with regard to GENERAL ASSIGNMENTS in planning time, method, manner, and/or sequence of performance of own work, in addition, the organization and delegation of work operations for a GROUP OF EMPLOYEES engaged in WIDELY DIVERSIFIED ACTIVITIES.
- Decision Making: Performs work operations which permit FREQUENT opportunity for decision-making of MAJOR IMPORTANCE which would have considerable effect on the final attainment of MULTIPLE MAJOR ACTIVITIES AND THE ORGANIZATION'S PROJECTS of a LARGE ORGANIZATION COMPONENT and ORGANIZATION'S CLIENTELE.
- Supervision Received: Under general direction, WORKING FROM POLICIES AND GENERAL DIRECTIVES. RARELY REFERS SPECIFIC CASES to supervisor unless clarification or interpretation of the organization's policy is required.
- Accuracy: Probable errors would NORMALLY NOT BE DETECTED IN SUCCEEDING OPERATIONS and MAY HAVE serious effects in relationships with patrons and/or with the operations of other segments of the organization. Frequent possibilities of error would exist at all times, since the above mentioned areas are inherent in the job.

- Communication Skills: Ability to read, analyze, and understand common scientific and technical journals, financial reports, and legal documents; Ability to respond to complex or difficult inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Mathematical Skills: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts such as fractions, ratios, and proportions to practical situations.
- Critical Thinking Skills: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Mental Demand: INTENSE MENTAL DEMAND. Operations requiring sustained directed thinking to analyze, solve, or plan highly variable, administrative, professional, or technical tasks involving complex problems or mechanisms.

Other Skills

Accountabilities

- Freedom To Act: MODERATELY DIRECTED. Freedom to act is given by upper level management guided by general policies and objectives that are reviewed by top management.
- Annual Monetary Impact: LARGE: Same as Degree 2, except impact would range from $10MM to $50MM.
- Impact Of Job On End Results: MAJOR IMPACT. Job has a considerable impact on the organization's end results. A high level of accountability to generate, manage, and/or control funds within a department and/or total organization.

Certificates, Licenses, Registrations

Required

Valid Arkansas Driver’s License or a valid driver’s license recognized by the State of Arkansas. Wastewater 3, Water Distribution 3.

Preferred

Wastewater 4, Water Distribution 4

Contacts With Public and Employees

- Contacts With Employees: Contacts with other departments or offices and also frequently with individuals in middle level positions; consulting on problems that necessitate judgment and tact in presentation to obtain cooperation or approval of action to be taken. Also, important contacts with associates as required in advanced supervisory jobs, plus frequent contact with senior level internal officials.
- Contacts With Public: Regular contacts with patrons where the contacts are initiated by the employee. Involves both furnishing and obtaining information and, also, attempting to influence the decisions of those persons contacted. Contacts of considerable importance and of such nature, that failure to exercise proper judgment may result in important tangible or intangible losses to the organization.

Machines, Equipment & Computers

- Use Of Machines, Equipment And/Or Computers: Regular use of highly complex machines and equipment; specialized or advanced software programs.

Software Skills Required

Software Ability

- 10-Key: Intermediate
- Accounting: Intermediate
- Alphanumeric Data Entry: Intermediate
- Contact Management: Intermediate
- Database: Intermediate
- Enterprise Resource Planning: Intermediate
- Human Resources Systems: Intermediate
- Payroll Systems: Intermediate
- Presentation/PowerPoint: Intermediate
- Programming Languages: Intermediate
- Spreadsheet: Intermediate
- Word Processing/Typing: Intermediate

Other Software Skills

Work Environment

How much exposure to the following environmental conditions does this position require? Show the amount of time by checking the appropriate boxes below.

- Work near moving mechanical parts (spinning shafts, engines, lifts, etc.): Frequently
- Work in high, precarious places (tall structures, bucket lifts, extension ladders, etc.): Frequently
- Fumes or airborne particles (painting, sanding, solvents, flying lint or dust particles, etc.): Frequently
- Toxic or caustic chemicals (including potential for chemical spills, etc.): Frequently
- Outdoor weather conditions (exposure to outdoor heat, cold or inclement weather): Frequently
- Wet or humid conditions (not weather-related, such as greenhouse, carwash, etc.): Frequently
- Extreme cold (not weather-related, such as freezer, cold storage, etc.): Frequently
- Extreme heat (not weather-related, such as furnace, kitchen, ovens, etc. where temperature is regularly above 100 degrees F): Frequently
- Risk of electrical shock (live electrical wires, equipment that retains power after shutoff): Frequently
- Work with explosives (TNT, dynamite, nitroglycerine, or other related explosives): Frequently
- Risk of radiation (x-ray equipment, nuclear radiation, electromagnetic radiation, etc.): Frequently
- Vibration (jackhammer, soil compactor, equipment that creates high vibration, etc.): Frequently
- Indicate the level of noise that is typical for the work environment for this position by checking the appropriate box below.: Loud (metal can manufacturing department, large equipment, etc.)
- Working Conditions: Somewhat disagreeable working conditions. Exposed to any number of elements noted in Degree 2, with one or two elements present continuously. May involve some travel and/or work is at times, in the evening or during the night hours.

Physical Demands

Physical Activities

- Stand: Frequently
- Walk: Frequently
- Sit: Frequently
- Use hands to finger, handle, or feel: Frequently

- Reach with hands and arms: Frequently
- Climb or balance: Frequently
- Stoop, kneel, crouch, or crawl: Frequently
- Talk or hear: Frequently
- Taste or smell: Frequently

Weight Lifted

- Up to 10 pounds: Occasionally
- Up to 25 pounds: Occasionally
- Up to 50 pounds: Occasionally
- Up to 100 pounds: Occasionally
- More than 100 pounds: Occasionally

Vision requirements

- Close vision (use of a computer, equipment, or any other work duties that require clear vision within two feet or less).
- Distance vision (driving vehicles or equipment; work duties such as surveying that requires clear vision at twenty feet or more).
- Color vision (interpreting color software screens or reports; work duties that require the ability to identify and distinguish colors).
- Peripheral vision (seeing 180 while focusing on a given object or area; work duties that require seeing beyond or around the focused vision area).
- Depth perception (ability to utilize three-dimensional vision to judge distances, placement of objects and spatial relationships).
- Ability to adjust focus (work duties that require the ability to adjust the eye to bring an object into sharp focus at various distances or focal lengths).
- Physical Demand: MODERATE DIVERSITY, LOW PHYSICAL: Work activities which allow for a MODERATE AMOUNT OF DIVERSITY in the performance of tasks which are not as varied as those positions relating to Degree 1.

Additional Information

Core Competencies / Additional Info

Yet More Additional Info

undefined

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