

West Saline Water

Job Description

JOB TITLE: MANAGER WATER SYSTEM OPERATIONS (MANAGER)

JOB SUMMARY:

Responsible to the **Board of Directors**, directs and supervises the daily operations, repair and upkeep of all Association facilities and personnel. Works to ensure compliance with all regulations including Arkansas Health Department, Arkansas Department of Environmental Quality, Arkansas Natural Resources, Arkansas Department of Workforce Services, Arkansas Secretary State, Arkansas Department Finance and Administration, US Environmental Protection Agency, US Treasury, US Internal Revenue Service, et al. The MANAGER is responsible for the daily operations of **West Saline Water**.

JOB DUTIES AND RESPONSIBILITIES:

1. Responsible to the **Board of Directors** for all aspects of the system.
2. Develops, follows, and provides management for the entire water system using Policies, guidelines and direction approved by the **Board of Directors**.
3. Responsible for overseeing maintenance and cleanliness of facilities.
4. Maintaining and ordering of all inventory necessary for operation.
5. Customer Service including waiting on customers and answering phones.
6. Supervise other employees to meet administrative, technological, and technical requirements to successfully operate the system and train them in their job responsibilities.
7. Set daily work schedules and prioritize duties for personnel.
8. Responsible for the reading of master meter on a daily basis.
9. Responsible for the monthly reading of customers meters.
10. Create and submit all paperwork pertaining to the functions and compliance for the water system.
11. Supervise repairs, maintenance and installation for hookups, as needed.
12. Follow rules and regulations from Arkansas Health Department, Arkansas Department of Environmental Quality, Arkansas Natural Resources, Arkansas Department of Workforce Services, Arkansas Secretary State, Arkansas Department Finance and Administration, US Environmental Protection Agency, US Treasury, US Internal Revenue Service, et al.
13. Perform plumbing inspections in accordance with regulations.
14. Promote beneficial public relations.
15. Make personnel decisions.
16. Generate a smooth, efficient operation with a pleasant work environment.
17. Maintain a high level of technical and technological proficiency.
18. Generate and maintain files related to regulatory compliance, equipment, maintenance, mapping, and personnel.
19. Accepting daily payments and posting of receipts.
20. Handling new customer accounts.
21. Daily banking and deposits.
22. Handling daily mail.
23. Closing out former customers and refunding and issuing of checks for customer deposits.
24. Monthly water billing.
25. Monthly mailing of water bills.
26. Monthly disconnect notices.
27. Creating of daily and monthly reports.
28. Yearly correspondence to customers.
29. Paying of bills for the Association.
30. Filling out of workers compensation forms as needed.
31. Filling out and sending in of insurance forms for employees.

32. Maintain vehicle and equipment.
33. Report any deficiencies with vehicle and equipment to the Board.
34. Computer proficient.
35. Establish and maintain Random Drug and Alcohol testing.
36. Other duties as necessary to sustain regulatory and prudent operation of system.

IMMEDIATE SUPERVISOR:

Board of Directors.

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to operate a vehicle safely and to use good judgment in the operation and use of the vehicle.
2. Ability to observe situations; to report and record them clearly and accurately.
3. Ability to certify for licensing as required by the State of Arkansas and perform all aspects of compliance with regulations.
4. Ability to give oral, diagrammed, radioed and written instructions.
5. Ability to locate mains, valves and other utilities.
6. Ability to work independently without supervision.
7. Ability to delegate authority to the optimum degree while maintaining effective control.
8. Good social and general intelligence with the ability to communicate effectively both orally and in writing.
9. Ability to instruct and direct work activities of others.
10. Skilled in water system maintenance and repairs.
11. Skilled in the use of basic and specialized hand tools.
12. Knowledge of blue prints and map reading.
13. Ability to motivate subordinates to improve performance.
14. Ability to make sound and timely decisions as required by the work situation.
15. General knowledge of pumps.
16. Knowledge in management, finances, facility operations and public relations.

WORKING CONDITIONS:

The MANAGER works under a variety of conditions and situations, indoors and outdoors in various types of weather. On duty anytime, day or night, as required in any emergency conditions. Will carry a phone.

MINIMUM QUALIFICATIONS:

1. Physical stamina for associated performance of duty requirements.
2. A valid Arkansas driver's license, with a good driving record.
3. Graduation from high school or the equivalent.
4. Must hold a current Water Distribution II License. May be obtained in first year.
5. May hold a current Wastewater License.
6. Must hold a current Arkansas Plumbing Inspector's License. May be obtained in first year.
7. Prefer 5 years related experience.

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.