



JOB DESCRIPTION

Job Title: General Manager

Reports to: Board of Directors

Department: Administration

FLSA Status: Exempt

Salary Range: \$135,500.00 – \$174,000.00

Date: August 19, 2025

Position Summary:

The General Manager (GM) is responsible for the overall leadership, management, and operational efficiency of the municipality's water and wastewater systems. This senior leadership position involves strategic oversight of all activities related to water supply, wastewater treatment, infrastructure management, customer service, regulatory compliance, and financial stewardship. The General Manager supervises the Superintendent of Water and Wastewater, the Secretary-Treasurer, and other key staff, ensuring that the utility operates in a safe, sustainable, and cost-effective manner while meeting all municipal, provincial, and federal standards.

The GM will work closely with municipal leadership to ensure that the utility's services align with the community's needs and growth projections, while also maintaining environmental stewardship and optimizing resources.

Key Responsibilities:

1. Leadership and Management:

- Provide strategic direction and leadership for the water and wastewater utility, ensuring alignment with the municipality's overall goals and objectives.
- Supervise, mentor, and support the Superintendent of Water and Wastewater and the Secretary-Treasurer in their daily responsibilities and professional development.
- Foster a culture of accountability, safety, and continuous improvement within the utility team.
- Manage staffing levels and resources, ensuring that the utility operates efficiently, meets customer demands, and remains compliant with all relevant regulations.

2. Operational Oversight:

- Oversee the operation, maintenance, and improvement of the municipal water and wastewater infrastructure, including treatment facilities, distribution systems, collection systems, and pumping stations.
- Ensure that water and wastewater services are delivered in accordance with all applicable safety, health, and environmental standards.
- Collaborate with the Superintendent of Water and Wastewater to ensure the effective and efficient day-to-day management of the water and wastewater operations, including staffing, training, and resource allocation.

- Ensure the utility's assets are properly maintained and that necessary repairs or upgrades are identified and addressed proactively.

3. Financial Management:

- Work closely with the Secretary-Treasurer to develop and manage the utility's budget, ensuring that expenditures are controlled while maintaining the quality and reliability of services.
- Monitor and report on the financial performance of the utility, including revenues, expenses, capital projects, and long-term financial sustainability.
- Oversee the development and implementation of financial policies and procedures related to billing, collections, and financial reporting for water and wastewater services.
- Ensure timely preparation and submission of annual reports, audits, and financial statements in compliance with municipal and regulatory requirements.

4. Regulatory Compliance and Environmental Stewardship:

- Ensure that the water and wastewater systems comply with all local, provincial, and federal regulations, including environmental standards and health and safety guidelines.
- Maintain knowledge of industry trends, regulatory changes, and technological advancements in water and wastewater treatment, recommending improvements or changes to policies and operations as necessary.
- Ensure that all required reporting and documentation are completed accurately and submitted in a timely manner, including water quality reports, wastewater discharge permits, and environmental compliance reports.

5. Customer Service and Community Relations:

- Develop and maintain effective relationships with customers, municipal officials, stakeholders, and regulatory agencies.
- Ensure that customer inquiries, complaints, and service requests are addressed promptly and effectively.
- Develop and maintain a strong relationship with the City of Helena and its leadership.
- Represent the water and wastewater utility at municipal council meetings, public forums, and other stakeholder engagements.
- Promote and communicate the utility's services, achievements, and challenges to the public through appropriate channels, including newsletters, public meetings, and online platforms.

6. Strategic Planning and Capital Project Management:

- Lead the development of long-term plans for the growth, expansion, and sustainability of the utility's water and wastewater systems.
- Oversee the planning, budgeting, and execution of capital improvement projects, including system upgrades, facility expansions, and new infrastructure development.
- Ensure that capital projects are completed on time, within budget, and in compliance with all regulations and standards.
- Evaluate and recommend new technologies, systems, or processes to improve service delivery, efficiency, and sustainability.

7. Risk Management and Emergency Preparedness:

- Oversee the development and implementation of risk management strategies to minimize operational disruptions and ensure business continuity.
- Develop and maintain emergency response and disaster recovery plans for the water and wastewater systems, ensuring readiness for natural disasters, infrastructure failures, or other emergencies.
- Ensure that all employees are trained in emergency procedures and that regular drills are conducted.

8. Staff Development and Human Resources Management:

- Foster a work environment that promotes teamwork, safety, and professional development. To
- Oversee staffing levels, including recruitment, retention, and training of personnel.
- Ensure that staff are equipped with the necessary tools, resources, and skills to perform their duties effectively.
- Promote a safe and healthy workplace, ensuring compliance with all health and safety regulations.

Minimum Qualifications

Education & Experience:

- A bachelor's degree in civil engineering, environmental science, public or business administration, or a related field required. Or a minimum of 20 years' experience in the municipal utility sector.
- Minimum of five (7) years of senior management experience in the water and wastewater utility industry or a related public utility sector, or equivalent combination of education and related experience.
- Experience in managing complex utility operations, including budgeting, financial management, regulatory compliance, and capital project delivery.
- Demonstrated experience in leadership, team management, and customer service in a municipal or utility setting.

Licenses and Certifications:

- Valid Alabama driver's license.
- Alabama Water or Wastewater Operator Certification is preferred but not required.

Knowledge, Skills, and Abilities:

- Knowledge of water and wastewater treatment processes, infrastructure management, and industry best practices.
- Strong understanding of relevant regulations, including environmental and public health standards, and the ability to navigate municipal, provincial, and federal regulatory frameworks.
- Proven ability to develop and manage budgets, financial reports, and long-term financial strategies for a utility operation.
- Proven ability to write and attain grants at the local, State, and Federal level.
- Excellent communication, negotiation, and interpersonal skills with the ability to interact effectively with municipal leaders, staff, regulatory agencies, and the public.

- Strong problem-solving skills with a focus on innovation, efficiency, and sustainability in utility operations.
- Proficiency in utility management software, financial management tools, and Microsoft Office Suite.

Working Conditions and Physical Requirements

- Office environment with occasional travel to the utility's operational sites and meetings with stakeholders.
- The position may require occasional evening or weekend work for meetings, emergencies, or project oversight.
- Ability to be on call during emergencies and to respond to critical situations as needed.
- Occasional physical activity may be required, including site visits to treatment plants and infrastructure locations.
- Reside no more than 25 miles from the office of the Helena Utility Board is preferred but not required.

Employment Conditions

- Subject to pre-employment drug testing and background check.
- Participation in ongoing training and professional development is required.

Disclaimer:

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. The organization reserves the right to modify or change the job description at any time. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Helena Utility Board IS AN EQUAL OPPORTUNITY EMPLOYER. It strives for the constant improvements to the public service by employing and developing the best qualified people available regardless of their race, color, creed, religion, sex, political beliefs, national origin, age, or disability.