

President / General Manager

SD 20

Role Purpose: Manage the personnel, capital resources and business processes that are engaged in the functional area of water and/or wastewater operations.

Key Accountabilities

- Develop and support a team of front-line supervisory and technical staff engaged in distribution and production operations.
- Be the lead in establishing and managing personal relationships and rapports with political, civic and key stakeholders within area of responsibility. Be interface with regulatory entities and represent company positions at regulatory proceedings and hearings.
- Implement training and development programs to ensure that personnel obtain and maintain appropriate operator certifications from regulating agencies
- Manage union and/or non-union labor issues and participate in the collective bargaining process.
- Monitor the financial performance of network operations to ensure that business plan goals are met.
- Direct the planning, acquisition or construction of new and/or upgraded production facilities in accordance with approved CAPEX budget.
- Implement and manage a preventative maintenance program for capital assets that provides OPEX savings and defers CAPEX spending, where possible.
- Manage and monitor the effectiveness of security efforts at all production facilities, including the preparation of Vulnerability Assessments and Emergency Response Plans.
- Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets
- Oversee business processes to ensure that American Water policies are followed, best practices are implemented, and

Performance Measures

- Acts as an interface between the team and the rest of business. Communicates a vision of success for the team, and empowers the team to reach new levels of achievement.
- Good relations with the communities and leaders with positive influence achievements
- Ensures that employees are fully supported in addressing their development needs. All applicable employees maintain appropriate operator certifications.
- Gives constructive and objective feedback on performance. Supports collective efforts to resolve problems and promote the effectiveness of a team.
- Tracks and measures results, effectively communicates individual and team progress, and makes adjustments to targets in line with OPEX budget.
- Strategically implements the CAPEX business plan on time and within budget.
- Realizes measurable OPEX savings through an effective maintenance program, and avoids any unplanned water outages longer than 4 hours.
- Implements a robust and effective security program, and meets all regulatory deadlines for submittals of assessments and reports.
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- Maintains compliance with internal policies, best practices and reporting deadlines. Achieves 100 percent compliance with

<p>internal/external reporting requirements are satisfied.</p> <ul style="list-style-type: none"> • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<p>regulatory reporting requirements.</p> <ul style="list-style-type: none"> • Feedback
<p>Skills/Knowledge/Experience required: Demonstrated leadership and management abilities. Excellent written and verbal communication skills. Strong interpersonal skills. High level of computer literacy.</p> <p>Knowledge of the regulated water business and the regulations impacting the business. Knowledge of company policies and procedures and management theories, practices, and trends. Expert knowledge of process and operational areas.</p> <p>Bachelor’s Degree in operational discipline, management, or related technical discipline or equivalent experience. Advanced degree preferred. 7-10 years of relevant experience.</p>	
<p>Key Interfaces/Relationships: Senior management, employees, regulators, customers, elected and appointed public officials, and key business and community leaders.</p>	
<p>Reports to: Regional President</p>	
<p>Competencies (from the Water Division Competency Dictionary):</p> <ul style="list-style-type: none"> • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions • Champions Change – Seizes new ways of thinking and working. Articulates and leads change, energizes others with a clear, compelling picture of the future and inspires and empowers other to champion the change themselves • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior. • People Development – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development • Market/Customer Focus – Identifying, understanding and meeting customer expectations both internally and externally • Drives Performance – Setting clear, challenging, collaborative goals and expectations for people, which are aligned with business objectives. Tracking and measuring progress, providing feedback and making adjustments as necessary. 	

HUMAN RESOURCES MANAGER

HR2 3/3/04

<p>Role Purpose: To optimize business performance by ensuring every employee is enabled to fulfil their potential in line with business goals</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Support the HR Director in developing people and organization principles which help to drive business performance and which are aligned with AW business/HR strategic framework. • Partner business managers to identify opportunities to improve individuals, team, and business trait performance • Develop appropriate action plans to: mitigate business risks; create a productive working environment; and continuously develop the people in the business • Support and help drive business change initiatives • Provide expert advice and guidance during the hiring process ensuring that new hires meet the requirements of the roles and are aligned with our vision and values • Ensure all new hires and transfers into the Region are appropriately inducted and orientated to the Company; to expedite their effectiveness in their roles. • Provide expert assistance in wage, salary and benefits programs • Assist in employee incentive programs including implementation, development and delivery • Steward the collective bargaining process; develop contract language and assess impact of scenarios Participate in contract negotiations for all Region Contracts in a designated area • Promote Union/Management relations and develop collaborative problem solving processes • Support and develop training programs and other development initiatives which drive and facilitate our success • Ensure that all stakeholders in the business are fully engaged, involved and committed to our business goals. • Ensure compliance with various State and Federal laws and/or agencies throughout a diverse region; guiding business managers to proactively identify and navigate risks • Assist with Corporate Governance activities 	<p>Performance Measures</p> <ul style="list-style-type: none"> • • Feedback from client groups • Productivity improvements • Survey feedback • Business Performance • Survey Results • Diversity statistics • Survey results • Productivity of Work Force improved • Feedback • Equitable and market drivers • Costs Analyzed • Delivered and Understood • Successful negotiation which have outcomes which are aligned with Company goals and mutually acceptable • Survey results • Issued Resolved • Local consultation forums established • Productivity gains • Less grievances • Survey results • Survey results • Compliance Audits • Risk mitigation • Results are education and understanding of policies as developed and implemented

<p>as directed</p> <ul style="list-style-type: none"> • Support the Regional Human Resources lead in building the capabilities of the functional HR team. • Provide expert advice and guidance in support of business development projects (due diligence; labor/employee relations; inputs on bids; integration, etc) • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<ul style="list-style-type: none"> • Human Resource success as measured by reputation and results • Feedback from Business Development teams • Bid to Win ratios • Effective transitions • Feedback
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Skills/Knowledge/Experience required:
8 or more years of Human Resource Generalist experience
Bachelor degree in related field, SPHR desirable
Current knowledge of all Human Resources areas including employment law, labour laws, EEO, ERISA, and other compliance issues; compensation systems, training and development, and employee/labour relations
Strong management skills which include planning, organization, team building, strategic focus, influencing, and people development
Proven track record of supporting change programs and partnering with business managers
Ability to communicate effectively and with all levels within and outside the organization

Key Interfaces/Relationships:
Ability to interface with all employees at all levels and areas of the Company and its affiliates
Ability to be an advocate for employees while protecting the Company's interests
Ability to build relationships with Business Agents and officers for various Union Locals in the region
Appropriate and successful interaction with the public during recruiting, job fairs or other activities which promote the Company
Ability to work in cross functioned, cross business teams on projects

Reports to Human Resources Region Lead

Competencies (from the Water Division Competency Dictionary)

Influencing
 The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit

Organizational Awareness
 The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.

Champions Change
 Seizes new ways of thinking and working. Articulates and leads change, energises others with a clear, compelling picture of the future and inspires and empowers others to champion the change themselves

Delivers Results
 Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes

entrepreneurial behaviour.

People Development

Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development

Strategic Focus

Looks at the big picture, thinks about the business as a whole both within its own environment and in the global marketplace and creatively identified new horizons

<p>Role Purpose: Develop skills, procedures, and systems necessary to implement programs which support the corporate social responsibility, communication, media relations, and community affairs activities for the business.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Contribute to the development of business plans and policies associated with corporate social responsibility, internal and external communications, media relations, and community affairs. • Implement a Corporate Social Responsibility program in line with Americas Region strategy and policies, champion the CSR vision, generating commitment to the principles of CSR within the Region. • Promote the understanding of and focused activities for corporate citizenship, community investment/sponsorships, corporate accountability, environmental stewardship and sustainability within the business. • Locally embed CSR into all business operations, supply chains, and decision making processes • Support the Regional External Affairs Director and leadership team on social, environmental, and ethical issues. • Translate the business strategy and goals into effective communication processes, which are sensitive to multiple stakeholder needs • Raise awareness and gain management buy-in to the importance and need for good quality communication to help deliver business goals. • Implement regional communication programs, covering all media relations, new media (internet and intranet) and related communication activity in line with the regional communication plan; eg: newsletter, bill inserts, management cascades, etc. • Develop proactive internal and external communication materials and programs. Ensure that brand and reputation are enhanced in the market and community and that business development opportunities are promoted. • Monitor and evaluate the application of AW communication policies and frameworks across the Region • Advise and guide Regional management on media relations, internal communication and new media issues • Support a network of communication representatives across the Region • Build the communication capabilities within line managers and employees. • Work with HR to support employee research into communication effectiveness and monitor local 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Communication plans, calendar; resources; and capabilities in place. • Line management awareness of CSR agenda and values • Number of CSR projects in community and value derived from them. • Line management awareness of CSR agenda and values • Number of CSR projects in community and value derived from them • Profile of CSR raised to the point of its automatic inclusion in business initiatives • Feedback • Feedback (improvements in Employee Opinion index • Feedback • Feedback • Customer, time, quality • Appropriate monitoring and audit processes in place • Policies and frameworks applied • Timeliness and quality • Peer feedback • Growth in management capability • Employee opinion survey results • Client satisfaction of communication contacts • Improved quality • Feedback • Performance Improvements • Appropriate research commissioned

<p>employee research (opinion survey) projects.</p> <ul style="list-style-type: none"> • Build influential and constructive relationships with stakeholders (journalists, opinion formers, etc) to leverage and provide AW's business interests. • Monitor and evaluate media relations and new media activities to ensure best value for money and ensure effective governance and protection of our brand. • Manage and evaluate effectiveness of external agency support as required • Serve as the champion of the benefits of private involvement in water and wastewater in local markets and represents the organization by membership and participation in Regional industry organizations, associations and meetings • Develop and implement feedback programs for employees, customers and AW stakeholders • Represent the organization and make presentations before internal and external committees, boards, commissions and/or other governmental agencies concerning programs, requirements and policies. • Act as "stakeholder advocate" to ensure the business is sensitive to all our stakeholder needs and responds in a way that protects and enhances our brand and reputation • Provide internal consulting and support services to Business Unit communications personnel on various projects; especially those with a change focus, e.g : Ideas into Action, Reorganization; Process Changes, educational programs; reputation and brand building, etc • Promote the interests of the business with local governments and political decision makers • Support Business Development activities in the region and facilitate business growth; liaise with Proposals Managers/Bid teams to support BD activity; operate within the corporate marketing and brand frameworks • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<ul style="list-style-type: none"> • Access and influence • Quality and cost • Quality, cost, timeliness, alignment with corporate frameworks • Track and measure employee and customer perceptions. Use feedback to identify and effectively close expectation/delivery gaps • Feedback • Feedback • Understands key internal and external business trends and effectively communicates to facilitate public awareness of basic and critical issues • Increased brand awareness and brand equity • Feedback • Feedback
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Skills/Knowledge/Experience required: Excellent written and verbal communications skills including demonstrated writing ability and effective public speaking abilities Computer literacy (e.g. Word, PowerPoint, Excel, Access) Proven skills and ability to effectively coordinate work assignments at all levels within the Company and with outside services and organizations Knowledge of printing, audiovisual and video production. Experience in media relations, corporate social responsibility, industry/trade/non-governmental organization relationship management B A. Degree in Public Relations or related field: Journalism, English, etc. Ten years industry or equivalent experience

Key Interfaces/Relationships:

- MD

- Communications team at Corporate Center
- Director, External Affairs
- Marketing Manager at Corporate Center
- Regional Leadership Team

Reports to Regional Director External Affairs

- **Influence** – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit
- **Team Working** – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions
- **Market/Customer Focus** – Identifying, understanding and meeting customer expectations both internally and externally
- **Strategic Focus – Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Organizational Awareness** – The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished
- **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.

Government and Regulatory Affairs Manager

EA2 3-3-04

<p>Role Purpose: Improve business climate for the Company through positive interactions with legislators and regulators and external opinion formers. Influence at state level to promote initiatives that support Company and other stakeholder goals and objectives.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Understand and articulate in a compelling way the Company position on key legislative issues • Shape and influence legislative programs and other critical business issues in alignment with Company goals and objectives • Establish constructive relationships with elected and appointed officials on a federal, state and local level and invest considerable time and energy in prioritized networking activity • Prepare briefing documents that can be cascaded to key stakeholders (employees, public officials, etc) to communicate pertinent issues (legislative, Company investment projects, business change, etc) • Apprise senior management relative to pertinent legislative issues and other external facts which impact on the business • Work cooperatively with affiliated industry, trade or consumer groups to accomplish company goals and benefit our stakeholders • Track and monitor legislative bills and trends which will have an impact on our current business • Support our business development projects as required and provide potential new business leads to developers • Build knowledge and skills (external communication and influence) with the Senior Management team to build their capabilities • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Understands key internal and external business trends and effectively communicates and leverages Company position. • Shapes and influences industry trends in support of American Water's strategic goals and objectives. • Establishes strategic coalitions and alliances to support the business agenda by generating chains of influence. • Creates and supports systems and processes that facilitate access to and sharing of knowledge and information • Provides insight on issues that shape the future of our industry. • Enlists the support of experts or other third parties to influence where appropriate • Monitor industry trends in support of American Water's strategic goals and objectives • Number of opportunities identified and shared • Feedback • Feedback
<p>Skills/Knowledge/Experience required: Strong verbal and written communication skills, strong interpersonal skills. Knowledge of water industry issues and trends. Good knowledge of local and state legislative and political functioning. Sophisticated influencing skills, personal network, and ability to gain access to decision makers and opinion formers</p>	
<p>B.S. Degree, preferably in communications, political science, business administration.</p>	

Broad business knowledge (operational, financial, regulatory)
Key Interfaces/Relationships: Employees, elected and appointed public officials at federal, state and local level, regulators, business leaders, chambers of commerce, economic development councils, special interest groups.
Reports to Regional External Affairs Director

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none">• Strategic Focus – Looks at the big picture, thinks about the business as a whole both within its own environment and in the global marketplace and creatively identifies new horizons• Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.• Market/Customer Focus – Identifying, understanding and meeting customer expectations both internally and externally.• Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions• Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity Continually raises standards and promotes entrepreneurial behavior.• Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience Demonstrates a professional attitude.• Organizational Awareness – The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.
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Associate General Counsel

Leg2 3-3-04

<p>Role Purpose: To provide legal counsel and representation to the leadership team on a variety of legal risks and opportunities, (regulation, litigation; employment; labor; business development; environmental, etc.) and other business matters .</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Provide advice and counsel on a pro-active basis to executives, senior managers and employees in respect to legal issues affecting the business. • Meet internal customer’s legal needs. • Assist in the maximization of quality, cost and efficiency of acquired outside legal services. • Serve as a member of the Functional Legal Team. • Support the Regional General Counsel in building the capabilities of the functional legal team. • Be a source of high calibre legal resources for the business. • Assist, direct and participate in judicial and administrative proceedings, with “first chair” responsibility for specific items as required. Such matters include but are not limited to general litigation, public utility commission rate cases and other matters, mediations, arbitrations, hearings, and other dispute resolution proceedings. • Provide any required internal legal, risk management, or compliance reports. • Maintain a high level of professional ethics, compliance, and continuing professional development. • Negotiate, prepare and review all contracts and other legal documents to ensure that the best interests of the business are protected. • Assist in developing and implementing regulatory strategy and deliver legal inputs in support of regulatory and rate case matters. • Assist in the management and direction of employment and labor related legal issues affecting the business, with “first chair” responsibility for specific items as required 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Feedback from clients • Resulting affects on business • Feedback • Results of Outside Services • Budgetary metrics • Participation, influence and engagement • Evaluation of ability to train and develop others. Evaluation of ability to learn and develop oneself. • Feedback and results • Professional and thorough handling and execution of assigned tasks • Results • Enhancement of reputation and relationships • Completion of tasks in understandable form • Feedback • Reputation • Corporate confidence enhanced • Results, finality of process • Corporate success • Enhancement of regulatory relationships. • Enhancement of labor and employee relations • Employee morale and trust levels • Results

<p>in liaison with the Corporate Employee/Labor Counsel. Such matters include but are not limited to grievance filings, disciplines, policies, discrimination claims, compensation claims, arbitrations, union negotiations or formation of collective bargaining agreements.</p> <ul style="list-style-type: none"> • Provide assistance in building the Water Division Knowledge Community and developing “best practices.” • Assist in the formulation of corporate policies and procedures and compliance with such policies and procedures. • Assist with corporate governance activities. • Provide assistance for internal investigations and adjudication. • Represent the organization in making presentations before internal and external committees, boards, commission, and/or other governmental organizations. • Assist in the monitoring of and compliance with technical corporate record keeping and filing requirements. • Assist, direct and participate in the prosecution and defense of matters involving property damage claims, environmental matters, insurance claims, condemnations, or other business related issues, with “first chair” responsibility for specific items as required. Duties will include negotiation, research, discovery, preparation, settlement, and/or trial or arbitration. • Possess the attitude and abilities to develop new legal skills and areas of expertise. • Be willing to undertake a program of continuing education regarding matters unique to the business to permit substitution for the Regional General Counsel at times of schedule conflicts or unavailability. • Handle legal aspects of financing activities of the business as directed. 	<ul style="list-style-type: none"> • Consistency of actions • Perceptions of fairness • Participation in project, input • Corporate success levels • Results of policy and procedure effectiveness and enforcement • Tasks completed as assigned • Company properly governed • Feedback • Results • Results • Ability to influence and educate • Relationships enhanced • System maintained in most efficient manner. • Professional and thorough handling of assigned tasks • Results • Relationship enhancement • Budgetary metrics • Enhance corporate success levels • Enhancement of legal skills in both oneself and others • Enhancement as to knowledge of business and how all parts intertwine to form a successful whole. • Increase ability to recognize areas of corporate need or improvement. • Results
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<ul style="list-style-type: none"> • Assist in the legal aspects of new business activities of the corporation including but not limited to O & M contracts, Mergers and Acquisitions, Antenna leases, and service contracts. • Support property and easement/right-of-way acquisition. • Assist in providing legislative/regulatory evaluations and advice, including the drafting of proposed legislation or changes thereto and possibly providing explanation of the organization's position on such matters for legislators and governmental administrators. • Perform other projects as assigned by the General Counsel. • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<ul style="list-style-type: none"> • Feedback • Results • Corporate success levels • Results • Relationship enhancement • Ability to influence and persuade • Results • Measures will vary depending on task • Feedback
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<p>Skills/Knowledge/Experience required:</p> <ul style="list-style-type: none"> • Juris Doctorate from an accredited law school. • Licensed to practice in one or more states where the Region currently conducts business. Professional disciplinary record that does not limit ability to receive professional licensing reciprocity, if available. • At least 5 years of experience as a licensed, practicing attorney. • Expertise in one or more practice areas relevant to the business; i.e., public utility laws and regulations, litigation, financing, commercial transactions, property, labor & employment, environmental, mergers & acquisitions, and administrative law. • Excellent written and oral communication skills. • Strong interpersonal skills with an emphasis on initiative, knowledge sharing, teambuilding, and decision-making. • Strong leadership skills, including ability to work effectively with all levels throughout the organization and across functional lines. • Strong management skills for planning, organizing and communicating. • Ability to conduct effective legal research. • Must have fundamental computer skills. • Civil litigation experience and/or experience before a state utility commission desirable. • Ability to maintain flexible working hours. Overnight and extended periods of travel are necessary. • Ability to handle confidential or sensitive information in an appropriate and professional manner. <p>Key Interfaces/Relationships:</p>

- Ability to successfully interact with and be responsive to other management, professional and non-professional employees of the Corporation and its affiliates.
- Ability to successfully represent corporate interests before courts of competent jurisdiction and to interact in a professional and persuasive manner with the appropriate stakeholders.
- Ability to professionally and successfully interact with governmental, legislative or law enforcement entities/representatives.
- Appropriate and successful interaction with other attorneys and professionals, including management of outside legal counsel.
- Ability to provide successful interaction with customers, contractors, vendors and the general public.
- Ability to develop strong and rewarding relationships in respect to all of the aforelisted interactions.

Reports to: Regional General Counsel of American Water Works Service Company

Competencies (from the Water Division Competency Dictionary)

- **Market/Customer Focus** – *Identifying, understanding and meeting customer expectations both internally and externally*
- **Sharing Knowledge & Expertise** – *Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience Demonstrates a professional attitude*
- **Delivers Results** – *Delivers bottom line results through bold, decisive actions. working through risks and uncertainty to create opportunity Continually raises standards and promotes entrepreneurial behavior*
- **Team Working** – *Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions*
- **Influence** – *The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit*
- **Analysis & Problem Solving** – *Analyses and resolves business issues through the application of critical reasoning skills a general business experience*

Loss Control Manager

SD 34

<p>Role Purpose: Plan, organize, and oversee the Company's Loss Control/Safety Program to ensure compliance with System Policies and Procedures, as well as Federal, State, and Local Regulations</p>	
<p>Key Accountabilities</p> <p>Develop and recommend educational/training programs and activities that enhance the safety/health of the Company employees, as well as minimize Company's exposure to loss.</p> <p>Assist in the development of programs to ensure compliance with Federal, State, and Local Regulations.</p> <p>Conducts or directs safety audits and inspections to identify hazards and deficiencies to verify regulatory compliance and evaluate loss exposure and offer appropriate recommendations for remediation.</p> <p>Oversee the reporting, investigation, and record keeping for all Worker's Compensation, Automobile Liability, General Liability, and Property Damage claims initiated against or on behalf of the Company.</p> <p>Compiles analyses and interprets information related to loss exposures, accident trends, and develop statistical data for evaluating effectiveness of existing programs.</p> <p>Evaluate new technologies and review the technical and scientific publications to determine potential for enhancing existing safety/loss control programs</p> <p>Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business</p>	<p>Performance Measures</p> <ul style="list-style-type: none"> • To be agreed upon appointment
<p>Skills/Knowledge/Experience required</p> <p>Knowledge of Company Loss Control Policies and Procedures. Knowledge of Federal/State OSHA Regulations, insurance procedures, and operating procedures used by American Water System and in the water utility industry. Strong verbal and written communication skills; (e.g., tact/diplomacy, persuasion, negotiation, ability to influence others) Strong management skills (e.g. planning, organizing and direction of employees). Minimum of five (5) years experience in safety/loss control in a related industry or municipal operation. College Degree, Occupational Safety related field required.</p>	
<p>Key Interfaces/Relationships:</p> <ul style="list-style-type: none"> • Director of Loss Control at the region level • Loss Control Specialists 	

Reports to: Director of Loss Control

Competencies (from the Water Division Competency Dictionary):

- **Influence** – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.
- **Team Working** – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.
- **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Organizational Awareness** – The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.
- **Intercultural Sensitivity** – Embracing and valuing differences in everyone. This includes the commitment to work constructively and collaboratively with all people in all aspects of our business.
- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.

Large Maintenance Manager

SD 25

<p>Role Purpose- Responsible for planning and coordinating the technical maintenance of electrical, mechanical, instrumentation and process control (SCADA) equipment or systems to assure uninterrupted, efficient and reliable service.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Coordinate review of reliability focused maintenance practices and develop maintenance strategies for region. Plan and coordinate efforts of Maintenance Service team. • Proactively manage the maintenance of assets to optimize the balance between reactive, preventive, and predictive/conditioned-based maintenance • Installs, develops and maintains a Computer Maintenance Management System (CMMS) that is consistent with Company standards • Plan, coordinate, and implement predictive/conditioned-based maintenance (CBM) programs on electrical (low and high voltage) and mechanical equipment or systems. • Confers with engineering, contractors, and management to ensure proper equipment usage or application, installation, operation, and maintenance of electrical, and mechanical. • Recommend changes in mechanical or electrical as required. Investigate new equipment products or maintenance techniques • Prepare annually, and administer the Maintenance Service capital and operations and maintenance (O&M) budget. Assist in planning of company budgets by making recommendations to District Operations. • Provide technical and administrative support to the Maintenance Service team • Confers with Training Manger to provide and/or coordinate technical training and development of the Maintenance Service Team • Review and maintain reports, records, and drawings within area of responsibility • Continue to reinforce the importance of developing a diverse work force • Work collaboratively with other functional leads to mitigate business risks. • Implement effective communications at all levels of our operations. 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Provide annual reliability focused maintenance goals and objectives for the Maintenance Service team. • Seventy per cent (70%) planned maintenance to total maintenance • Complete 90% of CBM schedule • Participate in construction projects • Provide reports of recommendations or findings • Complete budgets on time and within funding guidelines • Feedback from Maintenance Service team members • • •

<ul style="list-style-type: none"> • Provide effective leadership that will enhance our abilities to be flexible to changing business environments. • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business 	<ul style="list-style-type: none"> • Feedback
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<p>Skills/Knowledge/Experience required</p> <p><u>Skills</u> Strong management skills (e.g., planning, direction of employees); strong verbal and written communication skills (e.g., presentation, listening, report writing); strong interpersonal skills (e.g., tact/diplomacy, persuasion, cooperation, ability to motivate others). Possess the ability to assess and troubleshoot complex electrical, mechanical, instrumentation and process control equipment or systems with specialized diagnostic test equipment</p> <p><u>Knowledge</u> Have knowledge of Engineering concepts and their application: water system equipment water system operations, company policies and procedures and government safety and labor regulations Have a strong knowledge of computers Have a knowledge of "best in class" and reliability focused maintenance management practices Have a working knowledge of electrical, mechanical, and instrumentation and process control (SCADA) equipment and systems.</p> <p><u>Experience</u> 5 years experience in electrical, mechanical, and instrumentation maintenance</p> <p><u>Education</u> Minimum two year technical degree or apprenticeship; 4 year degree preferred or equivalent experience</p> <p>Key Interfaces/Relationships Senior and middle management, employees, engineers, consultants, contracted service providers, regulators, and business leaders.</p> <p>Reports to Director, Maintenance Services</p>
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<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none"> • Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit. • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions. • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behaviour. • People Development – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development • Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.

- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.

Project Delivery & Developer Services Manager

SD39

<p>Role Purpose - Under the direction of the Engineering Director, responsible for supervising a functional Engineering and Project Management staff and managing and coordinating several Capital Investment project activities related to Production, Networks, Developer Services and Water Resource activities</p>	
<p>Key Accountabilities Supervise staff of Engineers and Project Managers for:</p> <ul style="list-style-type: none"> • Monitoring budgets and schedules for Capital Investment Projects and programs of varying scope and complexity • Driving efficiency into project delivery through the development and monitoring of delivery metrics (unit costs, target costs vs actual, etc) and pursuit of more effective delivery and procurement approaches • Managing the initiation, processing and coordination of pipeline extensions and other /improvements, which are required by developers, including developer relationship/account management, agreements, easements contract management and refund programs. Development and maintenance of guides, standards, forms and applications to assist customers through the developer extension process Promoting and measuring developer customer satisfaction • 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Meets capital investment business plan targets and reforecasts and revises business plan as required by economic and developer activity • Target – 10% to 20% delivery cost reduction has been set by the CIM Integration Project • Ensures compliance with policies and procedures, quality management systems and strategic goals are met in relation to negotiation and execution of developer agreements • Customer satisfaction ratings in accordance with current KPIs

<ul style="list-style-type: none"> • Delivery of Capital Projects within the limits of assigned Capital Investment Management (CIM) projects and programs • Developing and negotiating non-routine / special developer system extension agreements including interfacing with Asset Planning and Technical Services • Coordinating with Asset Planning the approval of all new service applications on existing and new mains throughout the region/territory • Ensures compliance with established regulatory criteria, specifications and standards • Interacts with governmental agencies and manages and supervises programs to obtain permits, certification and approvals for assigned projects and programs • Ensures that policies, procedures, programs, standards of performance and approved objectives are adhered to and/or achieved. • Develops a sound organization staffed with able and motivated employees and provides for or trains suitable replacement 	<ul style="list-style-type: none"> • Meet project delivery goals for schedule, cost and quantity. Ensure compliance with policy and procedures, CIM project development and documentation (PNI, PIP, etc) and CIM reporting, budgeting and forecasting • Successful developer delivery met • Ensures all Project Delivery and Developer service activities are in compliance with all company, local and state standards and regulations. • Ensures Land and Property coordination is performed. Regulatory approvals received to support project delivery. • Ensures all company policies and procedures are implemented. • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs
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Skills/Knowledge/Experience required

Knowledge
Broad knowledge of engineering and project management practices related to planning, design, construction and operations for water resource management facilities, engineering and utility economics and contract administration and construction technology. Good working knowledge of regulatory developments, new technology and current trends in water quality, water treatment, developer services and other related water resource management disciplines. Knowledge of applicable state and federal regulations.

Knowledge of company procedures, policies and operations

Knowledge of employee relations, applicable safety and environmental regulations, federal and state water quality and design regulations and technical standards.

Knowledge
Strong management skills (e.g., planning, organizing, directing and development of employees)

Ability to interact with governmental agencies, consultants and the general public with effective skills

Project planning skills. Good verbal and written communication skills (e.g., presentation, listening, report writing).

Strong interpersonal skills (tact/diplomacy, persuasion, cooperation and ability to motivate others)

<p>Computer literacy Competent in the use of word processing, spreadsheet, flow-charting, project scheduling</p> <p>Financial analysis skill, including budget management and basic accounting knowledge</p> <p><u>Experience</u></p> <p>Bachelor's Degree in Engineering or related field: Professional Engineering (PE) license preferred. Minimum 5-7 years experience in water utility or related field.</p>
<p>Key Interfaces/Relationships</p> <p>Senior Management, employees, land development companies, contractors, engineering consultants, elected and appointed public officials at state and local level, regulators and business leaders</p>
<p>Reports to: Regional Engineering Director</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <p>Analysis and Problem Solving Analysis and resolves business issues through the application of critical reasoning skills and general business experience.</p> <p>Team Working Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.</p> <p>Delivers Results Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behaviour.</p> <p>People Development Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development</p> <p>Sharing Knowledge and Expertise Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude</p> <p>Drives Performance Setting clear, challenging, collaborative goals and expectations for people which are aligned with business objectives Tracking and measuring progress, providing feedback and making adjustments as necessary.</p>
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Senior Analyst

<p>Role Purpose: The candidate will be involved in innovation and technology research with an emphasis on potable water operations engineering/science concepts, procedures, regulations and analytical techniques.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Execution of complex research projects dealing with engineering, microbiology, chemistry, water quality, process control and management issues with special emphasis on water quality or utility operations that have significance with immediate and future benefit to American Water companies. The scope of projects involves novel approaches that demand a high level of skill, and technical knowledge to fill critical informational needs required by corporate subsidiaries. Assist in national research and regulatory projects demanding a detailed technical background. Provide assistance to water companies, other researchers and outside organization as directed. May have project-related responsibilities over temporary research staff, technicians or operational company personnel participating in specific research projects. • Conducts data collection, data processing, analysis, and project management. Assists in preparing research projects, monthly reports, research reports, or publications. • Keeps abreast of new scientific methods and developments and assists with this information in designated field of specialty to engineering, research, water quality, and operating company personnel. • Maintains project budgets, and project cost control. Evaluates operations based on project results and recommends appropriate changes, where necessary. • Manages and coordinates sample collection, sample processing, laboratory supplies, quality control management. • May participate in local, or regional committees and professional organizations to enhance the company's research, visibility, and position 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Projects are delivered on time and within budget • Data are well managed, complete, and without errors. Data analysis and report preparation is clear and concise. • Projects consider the latest technology available • Projects are completed within budget • Maintains high level of laboratory quality control, SOPs, chain of custody. • Participation will be reported upon to appropriate personnel in the company

<p>Skills/Knowledge/Experience required</p> <p>Good research (e.g., planning, organizing, coordination) and analytical skills. Reliable; ability to take direction and work independently on projects; attention to detail; Good verbal and written communications skills (e.g., writing, listening, and presentation); good interpersonal skills (e.g., cooperation, team building, tact/diplomacy, persuasion).</p> <p>Computer literacy. Strong computer skills with data management, spreadsheets, and analysis. Competent in the use of word processing, spreadsheet, flow-charting, with sound information technology and systems analysis knowledge.</p> <p><u>Knowledge</u></p> <p>Knowledge of engineering, microbiology, or chemistry scientific concepts, theory, research procedures, and analytical techniques with emphasis on water quality or utility operations. Knowledge of environmental regulations, technologies, and water quality or operations related to water treatment facilities. Knowledge of company procedures, policies and operations.</p> <p>Professional license or water operational certification or accreditation desirable.</p> <p><u>Experience</u></p> <p>Education: Bachelors environmental science, engineering, microbiology, chemistry or related area with a strong background in water quality or water utility operations. Research experience desirable. (8 years minimum)</p>
<p>Key Interfaces/Relationships:</p> <p>Management, employees, regulators, vendors and suppliers.</p>
<p>Competencies (from the Water Division Competency Dictionary):</p> <p>Analysis and Problem Solving Analyses and resolves business issues through the application of critical reasoning skills and general business experience</p> <p>Influencing The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit</p> <p>Team working Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions</p> <p>Delivers Results Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior.</p> <p>Creative Innovation Generates novel and valuable ideas and uses these ideas to develop new or improved approaches or services.</p> <p>Sharing Knowledge and Expertise Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.</p>

ITS Support Specialist – Southeast Region

Role Purpose: Responsible for supporting local or regional information technology infrastructure	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Setup and maintain network, server desktop and other computing hardware • Loads and maintains specified software packages such as operating systems, word processing, or spreadsheet programs onto desktops and servers • Provide guidance to end-users on the installation of new products, upgrades or changes. • Maintain virus protection systems • Support and maintain systems backup and recovery processes • Perform server and desktop diagnostics and perform or recommend remedial actions. • Monitor compliance of policies regarding network security and appropriate use • Communicate with associates to explain planned and unplanned maintenance and outages • Document work thoroughly to capture technical problem, trouble shooting steps taken and disposition/resolution. • Provide quality service over the telephone, via electronic (email/web) means, or at the client's work location • Provide on-call support outside normal business hours • Provide assistance to Client Relations Help Desk • Performing other duties assigned by Manager ITS Support 	<p>Performance Measures</p> <ul style="list-style-type: none"> • To be agreed on appointment
<p>Skills/Knowledge/Experience required</p> <p>1-2 years desktop and server support experience.</p> <p>Technical school training in computer field plus one to two years experience</p> <p>Bachelor's degree in Computer Science preferred</p> <p>-or -</p> <p>An equivalent combination of relevant education and/or experience</p> <p>Functional/Technical:</p> <ul style="list-style-type: none"> • Knowledge of personal computer, network and server hardware, operating systems and application software • Knowledge of operating procedures <p>Interpersonal Leadership:</p> <ul style="list-style-type: none"> • A balance of strong qualitative and analytical skills • Good listening and interpersonal skills required. • Customer orientation and dedication • Ability to perform routine maintenance of personal computers 	

<ul style="list-style-type: none">• Ability to provide clear concise instructions and user guides for non-technical end-users
Key Interfaces/Relationships: Service Desk, Business Customers
Reports to: Southeast Region ITS Support Team Lead
Competencies (from the Water Division Competency Dictionary): <ul style="list-style-type: none">▪ Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.▪ Champions Change – Seizes new ways of thinking and working. Articulates and leads change, energizes others with a clear, compelling picture of the future and inspires and empowers other to champion the change themselves▪ Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior.▪ Market/Customer Focus – Identifying, understanding and meeting customer expectations both internally and externally.▪ Drives Performance – Setting clear, challenging, collaborative goals and expectations for people, which are aligned with business objectives. Tracking and measuring progress, providing feedback and making adjustments as necessary.▪ Analysis & Problem Solving – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.

Network Ops Superintendent

SD - 49

Role Purpose - Manages the day-to-day operations of water and/or wastewater distribution/collection system(s) in accordance with Company policies and procedures and all applicable governmental laws and regulations.	
Key Accountabilities	Performance Measures
<ul style="list-style-type: none"> • Prepare and control local construction, operations, and maintenance within established budget limitations. • Be the lead in establishing and managing personal relationships and rapport with political, civic and key stakeholders within area of responsibility. Be interface with regulatory entities and represent company positions as regulatory proceedings and hearings. • Ensure local water and/or wastewater operations meet the required standards and are in compliance with regulatory targets • Manage the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. • Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc) is maintained. • Develop and direct cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout all operational areas. • • Implement effective reporting processes. Provide analysis and support to Network Director with information required for various reports, budgets, and business plans. • Implement and foster the coaching and development of employees, including idea generation, within respective functional areas. • Support Directors and local operational managers in ensuring effective people management policies and practices are developed and implemented (e.g. time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately • Continue to reinforce the importance of developing a diverse work force • Support the Business Development function in the operational analysis pricing and integration of water and wastewater business 	<ul style="list-style-type: none"> • Actual performance compared to O & M and CAPEX budgets • • Achieves 100% compliance with water and/or wastewater regulations. • The overall goals of the Region and Company are met • No violations of required or governing federal, state, or local/Company rules, regulations, permits, etc. • Maintains compliance with internal policies, best practices and reporting deadlines. Maintains overall customer and public official satisfaction of 85 percent • • Meet all reporting and data request deadlines. Achieves 100 percent compliance with regulatory reporting requirements. • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs • Regional efficiency gains and maintains compliance with goals, policies, guidelines, etc

<p>opportunities in both the regulated and non-regulated markets</p> <ul style="list-style-type: none"> • Work collaboratively with other functional leads to mitigate business risks. (Work order completion, unaccounted for water) • Implement effective communications at all levels of our operations • Provide effective leadership that will enhance our abilities to be flexible to changing business environments • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business 	<ul style="list-style-type: none"> • Feedback
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<p>Skills/Knowledge/Experience required Strong written and verbal communication skills (e.g. fluency, report writing, developing materials and presentations). Strong interpersonal skills (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting, etc.) Effective leadership skills and presence and strong team building, collaboration and talent evaluation skills. Good quantitative skills (e.g. analytical, technical, problem solving). Ability to manage a geographically diverse and dispersed organization. High level of computer literacy required</p> <p>Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business, Knowledge of company policies and procedures and management theories, practices, and trends, expert knowledge of process and operational areas.</p> <p>Bachelor's degree in operational discipline, management, or related technical discipline or equivalent experience. 4 years experience in supervising operational areas and operating units, and managing and meeting performance targets.</p>
<p>Key Interfaces/Relationships Management, employees, elected and appointed public officials at federal, state and local level, regulators, and business leaders</p>
<p>Reports to Network Manager.</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none"> • Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit. • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior.

- **People Development** – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development.
- **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience

Production Superintendent

SD - 58

<p>Role Purpose: Supervise and manage the personnel, capital resources and business processes that are engaged in the functional area of Production.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Develop and support a team of front-line supervisory and hourly staff engaged in production operations. • Support and promote training and development activities to ensure that personnel obtain and maintain appropriate operator certifications from regulating agencies • Resolve union and/or non-union labor issues, with the assistance of Human Resources. • Collect data to track the financial performance of production operations to ensure that business plan goals are met, within area of responsibility. • Oversees the construction of new and/or upgraded production facilities in accordance with approved CAPEX budget. • Implement a preventative maintenance program for capital assets that provides OPEX savings and defers CAPEX spending, where possible. • Monitor the effectiveness of security efforts at all production facilities, including assistance in the preparation of Vulnerability Assessments and Emergency Response Plans. • Implement work activities and systems to ensure that adequate quantities of treated water meeting all regulatory standards are provided to customers at all times. • Oversee operational and business processes to ensure that American Water policies are followed, best practices are implemented, and internal/external reporting requirements are satisfied. 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Acts as an interface between the team and the functional manager. Communicates a vision of success for the team, and empowers the team to reach new levels of achievement. • Ensures that employees are fully supported in addressing their development needs. All applicable employees maintain appropriate operator certifications. • Gives constructive and objective feedback on performance. Supports collective efforts to resolve problems and promote the effectiveness of a team. • Tracks and measures results, effectively communicates individual and team progress, and makes adjustments to targets in line with OPEX budget. Communicates variances in a timely manner to functional manager. • Implements the CAPEX business plan on time and within budget. Communicates variances in a timely manner to functional manager. • Realizes measurable OPEX savings through an effective maintenance program, and avoids any unplanned water outages longer than 4 hours. • Implements a robust and effective security program, and meets all regulatory deadlines for submittals of assessments and reports. • Achieves 100 percent compliance with Partnership for Safe Water goals and state/federal drinking water regulations. No boil orders or other use restrictions issued to public. Maintains overall customer and public official satisfaction of 85 percent. • Maintains compliance with internal policies, best practices and reporting deadlines. Achieves 100 percent compliance with regulatory reporting requirements.

<p>Skills/Knowledge/Experience required: Demonstrated leadership and management abilities. Excellent written and verbal communication skills. Strong interpersonal skills. High level of computer literacy.</p> <p>Knowledge of the regulated water business and the regulations impacting the business. Knowledge of company policies and procedures and management theories, practices, and trends. Expert knowledge of process and operational areas.</p> <p>Bachelor's Degree in operational discipline, management, or related technical discipline. Five (5) years of relevant experience. State water and/or wastewater operator's certification.</p>
<p>Key Interfaces/Relationships: Functional manager, employees, regulators, customers, local public officials and community leaders.</p>
<p>Reports to: Manager, Production</p>
<p>Competencies (from the Water Division Competency Dictionary): Drives performance, analysis and problem solving, delivers results, people development, influencing, and team working.</p>

Planning Engineer

<p>Role Purpose- Reports to the Capital/Asset Planning Manager and is responsible for strategic long term water system planning and recommending projects or approaches to address complex issues related to source of supply, treatment, storage, pumping and transmission of water. The analysis and recommended solutions could have a major impact on the performance and operational integrity of water systems within American Water. A Planning Engineer has technical and project management supervision over consulting Engineers. This position is also responsible for conducting or reviewing water system capacity and service evaluations associated with water service extension projects or other potential service growth opportunities. Prepare or assist in the preparation and management of detailed asset investment plans considering the cost, timing, prioritization, operational need and risk, strategic investment fit and other pertinent factors surrounding individual projects or investment programs</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Coordination and preparation of strategic water system planning studies (comprehensive or targeted, issue based studies as appropriate) as assigned. • Preparation and maintenance of asset investment plans and strategic capital expenditure plans as assigned. Plans to accurately address operational needs, operational efficiencies, asset management and strategic investment goals set by the Corporation based upon prioritization models. • System capacity evaluations, analysis of source, production, distribution, storage, or other system deficiencies as assigned to support ongoing operations, service extension requests or regional growth opportunities • Ability to serve as a competent technical resource on Water System Planning matters including capital planning, safe yield analysis, demand projections, production adequacy, transmission & distribution adequacy, computerized hydraulic modelling & analysis, water conservation, regionalization, and other pertinent subjects as needed to support operational and business needs. Present results of engineering analysis to interested parties within and outside of the company • Pursues educational opportunities and professional development to enhance performance and contributions to the organization 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Timely, accurate and complete reports that support the development of effective capital investment plans or changes in operational approaches. Technical analysis to comply with American Water System Planning Standards • Approved Strategic Capital Expenditure Plan (SCEP) in accordance with established policies and procedures. Capital & Operational risk assessment, project prioritization and alternatives evaluation prepared to support submitted SCEP • Accurate, issue based, studies prepared and issued to support operations. System capacity analysis issued in a timely manner, consistent with KPIs, to support service extension project schedules • Successful representation of American Water in this capacity. • Continuing education and seminars in order to stay current and address development needs

<ul style="list-style-type: none"> • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business • Support Center of Excellence initiatives established by the Regional Engineering Directors (i.e., asset management or other operational excellence initiatives). 	<ul style="list-style-type: none"> • Feedback • As determined between employee and supervisor.
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<p>Skills/Knowledge/Experience required Leadership ability and interpersonal skills, as well as, strong verbal and written communication skills and keen listening abilities. Detail oriented to conduct through analysis and evaluations, render and implement timely decisions and recommendations.</p> <p>Knowledge: Demonstrated competency in asset planning, water system comprehensive master planning, distribution system hydraulic modelling or equivalent water system design experience. Broad knowledge of Engineering (planning, design, construction) related to water facilities. Working knowledge of regulatory developments, new technology and current trends in water quality, treatment and Engineering economics. Applicable knowledge of water resources industry, business and environmental regulatory field. Computer competent in Word, Excel, Water CADD and Sewer CADD.</p> <p><u>Experience</u> Minimum 5 years experience in water resources planning. Bachelor's Degree in Engineering; advanced degree in engineering and or management preferred, Professional Engineering (PE) license required</p>
<p>Key Interfaces/Relationships Management, capital/asset management colleagues, direct reports, operations personnel and supervision, consulting engineers, technical services and project delivery employees, environmental management employees and supervision, rates department, state and local level regulators.</p>
<p>Reports to: Capital/Asset Planning Manager</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <p>Analysis and Problem Solving Analysis and resolves business issues through the application of critical reasoning skills and general business experience.</p> <p>Team Working Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions</p> <p>Delivers Results Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behaviour.</p> <p>Sharing Knowledge and Expertise Drives business performance by developing and contributing specific technical or</p>
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<p>professional knowledge, skills and experience. Demonstrates a professional attitude.</p> <p>Influencing Definition: The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.</p> <p>Organizational Awareness Definition: The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.</p> <p>Strategic Focus Definition: Looks at the big picture, thinks about the business as a whole both within its own environment and in the global marketplace and creatively identifies new horizons.</p>

Senior Engineer

SD

<p>Role Purpose: Responsible for independently completing engineering assignments and managing major or complex scope projects related to water resource systems.</p>	
<p>Key Accountabilities</p> <p>Manages and/or performs Engineering activities involving planning, design and construction projects</p> <p>Ensures engineering compliance with all Design Concepts and Company standards for Capacity, performance, reliability, safety and regulatory compliance.</p> <p>Prepares and monitors budgets and schedules for assigned projects.</p> <p>Coordinates maintenance of technical and engineering records for project activities and Company facilities.</p> <p>Assists in developing, implementing and monitoring conformance with comprehensive and strategic plans</p> <p>Coordinates with field and contract personnel to ensure timely completion of assignments, on budget.</p> <p>Provide engineering assistance to Service Delivery as needed.</p> <p>Ensures that policies, procedures, programs, standards of performance and approved objectives are adhered to and/or achieved.</p> <p>Coordinates contract engineering services and liaisons with AW functional engineering groups and local regulatory officials.</p> <p>Develop strategic and strong working relationships with engineering firms, vendors, and contractors</p> <p>Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business.</p>	<p>Performance Measures</p> <ul style="list-style-type: none"> • Quality execution • On plan, minimal errors, omissions, etc • On budget. • Record-keeping accurate/timely • In compliance with company standard • In compliance • On time • On Budget • Feedback • Results • Feedback • Feedback • Feedback

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| <ul style="list-style-type: none"> • Lead and oversee development of Engineering Standards, specifications, equipment manufacturer recommendations to support Center of Excellence initiatives established by the Regional Engineering Directors. • Participation in special assignments including regulatory workshops, business development, rate case testimony, technology research and other matters of strategic interest to Company • Pursues educational opportunities and professional development to enhance performance and contributions to the organization. | <ul style="list-style-type: none"> • Standards issued to central knowledge management database, consultancy, training and functional committee presentations • Documentation of assignments and completion, participation in industry meetings and seminars and personnel development plans reflecting the same. • Continuing education and Lead seminars in order to stay current and address development needs. |
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Skills/Knowledge/Experience Required:
 Process, project and program management Skills.
 Quantitative Skills (e.g. analytical, technical, problem solving).
 Effective people management (e.g. planning, organizing, controlling and leading teams).
 Written and verbal communications (e.g. fluency in report writing and presentations)
 Interpersonal (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting)
 Demonstrated knowledge of engineering design theory and practice, project management, construction and contract management, water resources, water/wastewater facilities and utility operations.
 Knowledge of current trends in water quality and treatment and other aspects of the regulated and non-regulated water industry

General understanding of US regulations (commercial and environmental), legislation and trends impacting the water industry.

Sound business acumen and judgment

Minimum 5 to 7 years experience in water resources design and project management

Bachelor's Degree in Engineering, Advanced Engineering or Management degree preferred
 Professional Engineers license required

- Key Interfaces/Relationships:**
- Director of Engineering at the Region level
 - Engineering and Technical Services Manager
 - Manager Project Delivery
 - Manager Asset Planning and Capital
 - All Service Delivery Managers within the region
 - Employees within the region

Reports to: Any of the Following: Director of Engineering, Capital/Asset Planning Manager, Technical Services Manager, Project Delivery & Developer Services Manager.

- Competencies (from the Water Division Competency Dictionary):**
- **Influence** – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit
 - **Team Working** – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.

- **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Organizational Awareness** – The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.
- **Intercultural Sensitivity** – Embracing and valuing differences in everyone. This includes the commitment to work constructively and collaboratively with all people in all aspects of our business.
- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.

Job Title: Project Manager

<p>Role Purpose - Reporting to the Project Delivery Manager, this position is responsible for managing (through a team as appropriate) all activities concerned with the delivery of several medium to small capital investment projects from inception to completion, the size and importance of which have a significant impact to Company objectives related to Production, Networks, and/or other water resource or operations systems.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Monitoring and managing budgets and schedules for several medium to small Capital Investment Projects and programs of moderate scope and complexity • Driving efficiency into project delivery through the monitoring of delivery metrics (unit costs, target costs vs. actual, etc.) and pursuit of more effective delivery and procurement approaches. • Delivery of assigned Capital Projects in accordance with policies and procedures set for in the Capital Investment Management (CIM) system to meet asset needs • Asset Owner satisfaction in accordance with the scope of work agreed upon for each project. Interacts with Operations personnel to ensure project delivery program meets operations needs and is coordinated with operations personnel on operational impacts related to project delivery program. • Interaction with Technical Services function regarding standards and requirements. Ensures compliance with established regulatory criteria, specifications and standards • Interacts with property group, technical services, and other internal groups and external governmental agencies to coordinate land acquisition, easements, rights of ways, permits, certificates, and other project approvals for assigned projects and programs • Ensures that policies, procedures, programs, standards of performance and approved objectives are adhered to and/or achieved. • Pursues educational opportunities and professional development to enhance performance and contributions to the organization 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Interim and final project/program reporting meets Strategic Capital Expenditure Plan targets and approved reforecast • Target – 10% to 20% delivery cost reduction has been set by the CIM Integration Project <ul style="list-style-type: none"> ▪ Meet project delivery goals for schedule, cost, benefit, and quality. Ensure compliance with policy, procedures and quality management programs. CIM project development and documentation (PNI, PIP, etc) and CIM reporting, budgeting and forecasting • Project delivery with all operational impacts planned for and effectively managed. Post Project Review customer satisfaction ratings in accordance with established KPIs • Project Delivery and completed work in compliance with all company, local and state standards and regulations • Property coordination and regulatory or other approvals received to support project delivery • Ensures all company policies, procedures, and quality management goals are implemented. • Continuing education and internal training/development programs completed in order to stay current and address development needs.

Skills/Knowledge/Experience required

Skills

Strong project management skills (e.g., planning, organizing, directing, monitoring and reporting on project activities).

Ability to effectively interact with colleagues, governmental agencies, consultants and the general public

Project planning skills Good verbal and written communication skills (e.g., presentation, listening, report writing).

Strong interpersonal skills (tact/diplomacy, persuasion, cooperation and ability to motivate others)

Computer literacy. Competent in the use of word processing, spreadsheet, flow-charting, project scheduling

Financial analysis skill, including budget management and basic accounting knowledge

Knowledge

General knowledge of Engineering, Project Management and construction management practices related to planning, design, construction and operations for water resource management facilities, engineering and utility economics and contract administration and construction technology. Working knowledge of regulatory developments, new technology and current trends in water quality, water treatment, developer services and other related water resource management disciplines. Knowledge of applicable state and federal regulations.

Knowledge of company procedures, policies and operations.

Knowledge of employee relations, applicable safety and environmental regulations, federal and state water quality and design regulations and technical standards.

Experience

Minimum 4 to 5 years experience in project delivery of major water resource or major related construction projects

Bachelor's Degree in Engineering, Construction Management or related field

Professional Engineering (PE) license preferred.

Key Interfaces/Relationships

Management, technical services colleagues, operations personnel and supervision, consulting engineers, contractors, equipment vendors, project delivery employees, environmental management employees and supervision, rates department, state and local level regulators

Reports to: Project Delivery Manager

Competencies (from the Water Division Competency Dictionary)

Analysis and Problem Solving

Analysis and resolves business issues through the application of critical reasoning skills and general business experience.

Team Working

Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.

Delivers Results

Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behaviour.

Sharing Knowledge and Expertise

Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.

Influencing

The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.

Market /Customer Focus

Identifying, understanding and meeting customer expectations both internally and externally.

Drives Performance

Setting clear, challenging, collaborative goals and expectations for people, which are aligned with business objectives. Tracking and measuring progress, providing feedback and making adjustments as necessary.

Supervisor – Operations II

SD - 50

<p>Role Purpose - Manages the day-to-day operations of water and/or wastewater plant(s), operations and/or distribution systems in accordance with Company policies and procedures and all applicable governmental laws and regulations.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Assist with preparing and controlling local construction, operations, and maintenance within established budget limitations. • Establish a program that will ensure all EPA Partnership for Safe Water Goals will be met on a period-by-period basis. • Ensure local water and/or wastewater operations meet the required standards and are in compliance with regulatory targets • Supervise the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability • Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc) is maintained • Develop and direct cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout all operational areas. • Implement effective reporting processes. Provide analysis and support to Production and/or Network Director with information required for various reports, budgets, and business plans • Implement and foster the coaching and development of employees, including idea generation, within respective functional areas • Ensure effective people management policies and practices are developed and implemented (e.g. time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately. • Continue to reinforce the importance of developing a diverse work force * Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Actual performance compared to O & M and CAPEX budgets • Achieves 100 percent compliance with Partnership for Safe Water goals and state/federal drinking water regulations. No boil orders or other use restrictions issued to public • Achieves 100% compliance with water and/or wastewater regulations • The overall goals of the location, Region and Company are met • No violations of required or governing federal, state, or local/Company rules, regulations, permits, etc. • Maintains compliance with internal policies, best practices and reporting deadlines. Maintains overall customer and public official satisfaction of 85 percent. • Meet all reporting and data request deadlines. Achieves 100 percent compliance with regulatory reporting requirements. • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs. • Regional efficiency gains and maintains compliance with goals, policies, guidelines, etc

<ul style="list-style-type: none"> • Work collaboratively with other functional leads to mitigate business risks • Implement effective communications at all levels of our operations • Provide effective leadership that will enhance our abilities to be flexible to changing business environments • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business 	<ul style="list-style-type: none"> • Feedback
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<p>Skills/Knowledge/Experience required Effective written and verbal communication skills (e.g. fluency, report writing, developing materials and presentations) Strong interpersonal skills (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting, etc.). Effective leadership skills and presence and strong team building, collaboration and talent evaluation skills. Good quantitative skills (e.g. analytical, technical, problem solving). Ability to supervise a geographically diverse and dispersed organization. High level of computer literacy required.</p> <p>Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business, Knowledge of company policies and procedures and management theories, practices, and trends, expert knowledge of process and operational areas.</p> <p>2-year or 4-year degree in operational discipline, management, or related technical discipline or equivalent. 3-5 years experience in supervising operational areas and operating units, and managing and meeting performance targets.</p>
<p>Key Interfaces/Relationships Management, employees, elected and appointed public officials at federal, state and local level, regulators, and business leaders.</p>
<p>Reports to Superintendent.</p>

Competencies (from the Water Division Competency Dictionary)

- **Influence** – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.
- **Team Working** – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions
- **Delivers Results** – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior.

- **People Development** – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development. **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business

Supervisor-Production

SD - 50

<p>Role Purpose - Manages the day-to-day operations of water and/or wastewater plant(s), operations and/or distribution systems in accordance with Company policies and procedures and all applicable governmental laws and regulations.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Assist with preparing and controlling local construction, operations, and maintenance within established budget limitations • Establish a program that will ensure all EPA Partnership for Safe Water Goals will be met on a period-by-period basis • Ensure local water and/or wastewater operations meet the required standards and are in compliance with regulatory targets • Supervise the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. • Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc.) is maintained. • Develop and direct cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout all operational areas. • Implement effective reporting processes. Provide analysis and support to Production and/or Network Director with information required for various reports, budgets, and business plans • Implement and foster the coaching and development of employees, including idea generation, within respective functional areas. • Ensure effective people management policies and practices are developed and implemented (e.g. time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately. 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Actual performance compared to O & M and CAPEX budgets • Achieves 100 percent compliance with Partnership for Safe Water goals and state/federal drinking water regulations. No boil orders or other use restrictions issued to public. • Achieves 100% compliance with water and/or wastewater regulations. • The overall goals of the location, Region and Company are met. • No violations of required or governing federal, state, or local/Company rules, regulations, permits, etc. • Maintains compliance with internal policies, best practices and reporting deadlines. Maintains overall customer and public official satisfaction of 85 percent. • Meet all reporting and data request deadlines. Achieves 100 percent compliance with regulatory reporting requirements • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs. • Regional efficiency gains and maintains compliance with goals, policies, guidelines, etc.
<ul style="list-style-type: none"> • Continue to reinforce the importance of developing a diverse work force. • Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets • Work collaboratively with other functional leads to mitigate business risks. 	

<ul style="list-style-type: none"> • Implement effective communications at all levels of our operations. • Provide effective leadership that will enhance our abilities to be flexible to changing business environments. 	
<ul style="list-style-type: none"> • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business 	<ul style="list-style-type: none"> • Feedback

<p>Skills/Knowledge/Experience required Effective written and verbal communication skills (e.g. fluency, report writing, developing materials and presentations). Strong interpersonal skills (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting, etc.). Effective leadership skills and presence and strong team building, collaboration and talent evaluation skills. Good quantitative skills (e.g. analytical, technical, problem solving). Ability to supervise a geographically diverse and dispersed organization. High level of computer literacy required</p> <p>Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business, Knowledge of company policies and procedures and management theories, practices, and trends, expert knowledge of process and operational areas.</p> <p>2-year or 4-year degree in operational discipline, management, or related technical discipline or equivalent. 3-5 years experience in supervising operational areas and operating units, and managing and meeting performance targets</p>
<p>Key Interfaces/Relationships</p> <p>Management, employees, elected and appointed public officials at federal, state and local level, regulators, and business leaders</p>
<p>Reports to Superintendent.</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none"> • Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior. • People Development – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development • Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude. • Analysis & Problem Solving – Analyses and resolves business issues through the application of critical reasoning skills and general business experience
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Maintenance Supervisor

SD - 54

<p>Role Purpose - Supervises the day-to-day activities of maintenance operations within a water and/or wastewater plant(s), and associated distribution systems in accordance with Company policies and procedures and all applicable governmental laws and regulations.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Assist with preparing and controlling local maintenance and preventive maintenance within established budget limitations. • Ensure local water and/or wastewater operations meet the required maintenance standards and preventive maintenance standards on mechanical equipment, electrical equipment, instrumentation, and computer equipment. • Supervise the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. • Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc) is maintained • Develop and direct cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout maintenance functions • Implement effective reporting processes. Provide analysis and support to Production and/or Network Manager with information required for various reports, budgets, and business plans • Implement and foster the coaching and development of employees, including idea generation, within respective functional areas. • Ensure effective people management policies and practices are developed and implemented (e.g. time and attendance, workforce management, etc.) and ensure resources are developed and deployed appropriately. • Continue to reinforce the importance of developing a diverse work force. • Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets • Work collaboratively with other functional leads to mitigate business risks. • Implement effective communications at all levels of our operations 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Actual performance compared to O & M and CAPEX budgets • Achieves 100% compliance with annual goals for maintenance and preventive maintenance • The overall goals of the location, Region and Company are met • No violations of required or governing federal, state, or local/Company rules, regulations, permits, etc. • Maintains compliance with internal policies, best practices and reporting deadlines Maintains overall customer and public official satisfaction of 85 percent • Meet all reporting and data request deadlines Achieves 100 percent compliance with regulatory reporting requirements. • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs • Regional efficiency gains and maintains compliance with goals, policies, guidelines, etc.

<ul style="list-style-type: none"> • Provide effective leadership that will enhance our abilities to be flexible to changing business environments • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<ul style="list-style-type: none"> • Feedback
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<p>Skills/Knowledge/Experience required Effective written and verbal communication skills (e.g. fluency, report writing, developing materials and presentations). Effective interpersonal skills (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting, etc.). Effective supervisory skills and presence as well as team building, collaboration and talent evaluation skills. Good quantitative skills (e.g. analytical, technical, problem solving). Ability to supervise a geographically diverse and dispersed organization. High level of computer literacy required.</p> <p>Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business, Knowledge of company policies and procedures and management theories, practices, and trends, expert knowledge of process and operational areas</p> <p>2-year or 4-year degree in operational discipline, management, or related technical discipline or equivalent. 2-4 years experience in supervising maintenance operations, and managing and meeting performance targets. Additional 5+ years in maintenance, performing hands-on specialized maintenance work on operating equipment, including mechanical, electrical, instrumentation, and computer equipment.</p>
<p>Key Interfaces/Relationships Management, employees, vendors and contractors</p>
<p>Reports to Supervisor, Operations.</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none"> • Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit. • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions. • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior. • People Development – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development. <p>Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.</p>

- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience

Water Quality Supervisor

SD 42

Role Purpose – Works with a specific facility to ensure they continually meet all Water Quality and Clean Water Act Requirements. Provides technical expertise on water quality, treatment and regulatory compliance issues. Assists in the implementation of Company policy on water quality matters. Assists in the maintenance of permit and regulatory conditions.

Key Accountabilities	Performance Measures
Oversees plant and laboratory procedures for testing and sampling to ensure Company and government requirements are met.	<ul style="list-style-type: none"> • Performance to standard
Supports water quality activities related to the Environmental Management Plans	
Gives technical guidance to operations in dealing with water quality related issues.	
Recommends treatment and procedures for maintaining approved Water Quality	
Assists in the procurement of treatment chemicals and manages receipt of chemical supplies to assure adequate supply.	<ul style="list-style-type: none"> • Budget • Price • Supply
Monitors equipment, chemical feeds, etc. to ensure standards are maintained.	
Responds (on-call) to Water Quality problems, taking appropriate corrective action including documentation to advise management	<ul style="list-style-type: none"> • Service level • Feedback
Ensure wastewater disposal activity is in accordance with regulatory requirements and secure the necessary permits.	<ul style="list-style-type: none"> • Compliance
Reports on problems and issues regarding Water Quality and standards.	<ul style="list-style-type: none"> • Feedback
Supports programs in place to ensure compliance with Environmental/SDWA regulations are continually met.	<ul style="list-style-type: none"> • Adheres to a checks and balances program to ensure total compliance with water quality regulations are continually met.

<p>Assists with audits of treatment plant operations to ensure proper treatment is being applied to reach all goals at a reasonable price</p>	<ul style="list-style-type: none"> • Audits • Results • Chemical costs within budgeted amounts
<p>Assists with training of plant operating staff and other water quality personnel in treatment practices and environmental initiatives</p>	<ul style="list-style-type: none"> • Quality delivery of training programs
<p>Ensure compliance to capital, operations and maintenance budgets for water quality related items</p>	<ul style="list-style-type: none"> • Adheres to annual budgets
<p>Assures that policies, programs, standards of performance and approved objectives related to water quality are adhered to.</p>	<ul style="list-style-type: none"> • Implements programs
<p>* Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business.</p>	<ul style="list-style-type: none"> • Feedback

Skills/Knowledge/Experience Required

Must have excellent knowledge of water quality and environmental standards and, regulations (State and Federal) affecting the business.

Must also have familiarity with various water treatment technologies and instrumentation used in the business.

Bachelors Degree in Chemistry, Biology or Environmental Science or two (2) to four(4) years operating experience in water/wastewater treatment.

Operator's License

Key Interfaces/Relationships

Environmental Operations Personnel - Production and Networks
 Manager, Environmental Compliance
 Director of Environmental Management.

Reports to:

Manager, Water Quality

Competencies (from the Water Division Competency Dictionary)

- **Influence** – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit.
- **Team Working** – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions.
- **Strategic Focus** – Looks at the big picture, thinks about the business as a whole both within its own environment and in the global marketplace and creatively identifies new horizons.
- **Sharing Knowledge and Expertise** – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
- **Organizational Awareness** – The knowledge and development of formal and informal business relationships with key stakeholders within and outside the organization that enables business objectives to be accomplished.
- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.

Network Operations Supervisor

SD - 50

<p>Role Purpose - Manages the day-to-day operations of water and/or wastewater plant(s), operations and/or distribution systems in accordance with Company policies and procedures and all applicable governmental laws and regulations.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Assist with preparing and controlling local construction, operations, and maintenance within established budget limitations • Establish a program that will ensure all EPA Partnership for Safe Water Goals will be met on a period-by-period basis • Ensure local water and/or wastewater operations meet the required standards and are in compliance with regulatory targets • Supervise the implementation of standards, targets, policies, and plans to ensure the continuing and increasing operational efficiency, effectiveness, and profitability. • Ensure that operational integrity (quality, environment, reliability, health, safety, security, etc) is maintained • Develop and direct cost effective solutions to meet customers' expectations and technical requirements and to encourage best practice and innovation throughout all operational areas • Implement effective reporting processes. Provide analysis and support to Production and/or Network Director with information required for various reports, budgets, and business plans • Implement and foster the coaching and development of employees, including idea generation, within respective functional areas. • Ensure effective people management policies and practices are developed and implemented (e g time and attendance, workforce management, etc) and ensure resources are developed and deployed appropriately • Continue to reinforce the importance of developing a diverse work force. • Support the Business Development function in the operational analysis pricing and integration of water and wastewater business opportunities in both the regulated and non-regulated markets • Work collaboratively with other functional leads to mitigate business risks. 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Actual performance compared to O & M and CAPEX budgets • Achieves 100 percent compliance with Partnership for Safe Water goals and state/federal drinking water regulations. No boil orders or other use restrictions issued to public • Achieves 100% compliance with water and/or wastewater regulations • The overall goals of the location, Region and Company are met • No violations of required or governing federal, state, or local/Company rules, regulations, permits, etc • Maintains compliance with internal policies, best practices and reporting deadlines. Maintains overall customer and public official satisfaction of 85 percent • Meet all reporting and data request deadlines. Achieves 100 percent compliance with regulatory reporting requirements. • Completion of employee performance reviews and facilitation of training programs. Ensure that employees are fully supported in addressing their development needs • Regional efficiency gains and maintains compliance with goals, policies, guidelines, etc.

<ul style="list-style-type: none"> • Implement effective communications at all levels of our operations • Provide effective leadership that will enhance our abilities to be flexible to changing business environments. • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business. 	<ul style="list-style-type: none"> • Feedback
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<p>Skills/Knowledge/Experience required Effective written and verbal communication skills (e.g. fluency, report writing, developing materials and presentations) Strong interpersonal skills (e.g. persuasion, negotiation, listening, cooperation, tact, diplomacy, problem solving, internal consulting, etc.) Effective leadership skills and presence and strong team building, collaboration and talent evaluation skills. Good quantitative skills (e.g. analytical, technical, problem solving). Ability to supervise a geographically diverse and dispersed organization. High level of computer literacy required.</p> <p>Knowledge of the regulated water/wastewater business within the region and the regulations impacting the business as well as applicable regulations, requirements, and trends within water/wastewater business, Knowledge of company policies and procedures and management theories, practices, and trends, expert knowledge of process and operational areas.</p> <p>2-year or 4-year degree in operational discipline, management, or related technical discipline or equivalent. 3-5 years experience in supervising operational areas and operating units, and managing and meeting performance targets</p>
<p>Key Interfaces/Relationships Management, employees, elected and appointed public officials at federal, state and local level, regulators, and business leaders.</p>
<p>Reports to Superintendent.</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none"> • Influence – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit. • Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions. • Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior. • People Development – Creates opportunities and builds shared commitment in order to develop capabilities and improve business performance through individual and team development • Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude.
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- **Analysis & Problem Solving** – Analyses and resolves business issues through the application of critical reasoning skills and general business experience

Intermediate Financial Analyst

04-25-04

<p>Role Purpose:</p> <p>Support management in shaping, driving, and influencing business performance and continuous improvement; support value creation from financial analysis aligned with business goals; provide consolidation, analysis and reporting support for the Business Center and Regional teams; development and analysis support of Service Company planning and reporting.</p>	
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Analyse and assess business performance; identify options to deliver value. • Shape, drive, and influence planning and reporting for the Management Team. • Assist in ensuring accuracy of business plans, financial statements and technical compliance in US GAAP and International Accounting standards • Manage discrete aspects of financial projects, planning and reporting processes. • Support and develop team members; provide flexible support to colleagues. • Represent functional area internally as well as to external regulatory and legal bodies, lending institutions and industry as required. • Provide assistance in building the Water Division Finance Knowledge Community and developing "best practices." • • Provide advice and expertise on a pro-active basis to Senior Team Members • Manage and maintain the planning and reporting tools for the business • Perform other projects as assigned • Contribute to effective communication by listening and providing constructive feedback; supporting the creation of an open and honest work environment; cascading and sharing knowledge and information relevant to other members of the team and colleagues across the business 	<p>Performance Measures</p> <ul style="list-style-type: none"> • Resulting effects on business • Resulting effects on business • Budgetary metrics • Participation, influence and engagement • Feedback and results • Feedback • Resulting effects on business • Feedback • Evaluation of ability to train and develop others Evaluation of ability to learn and develop oneself • Feedback and results • Resulting effects on business • Participation, influence and engagement • Participation, influence and engagement • Feedback • • Feedback • Resulting effects on the business • Measures will vary depending on task • Feedback
<p>Skills/Knowledge/Experience required:</p> <ul style="list-style-type: none"> • Advanced degree or accountancy/finance certification or equivalent relevant experience • 5 years proven regulatory/accounting/finance/planning experience. • Highly technical expertise required in rates or accounting/finance/planning, including US 	

<p>GAAP International Accounting Standards.</p> <ul style="list-style-type: none">• Excellent understanding of industry issues.• Proven experience with major ERP, Hyperion/consolidation tools, budgeting and planning systems• Proven excel and word skills• Excellent communication skills, both written and oral.• Ability to translate financial issues.• Excellent analytical, systemic skills• Strong interpersonal skills with an emphasis on initiative, knowledge sharing, teambuilding, and decision-making.• Strong leadership skills, including ability to work effectively with all levels throughout the organization and across functional lines.• Strong management skills for planning, organizing and communicating• Ability to handle confidential or sensitive information in an appropriate and professional manner.• Be viewed as a credible source of Accounting/Finance thought leadership
<p>Key Interfaces/Relationships:</p> <ul style="list-style-type: none">• Ability to successfully interact with and be responsive to other management, professional and non-professional employees of the Corporation and its affiliates.• Ability to interact in a professional and persuasive manner with the appropriate stakeholders• Ability to professionally and successfully interact with regulatory and lending institution representatives.
<p>Reports to: Planning and Reporting Manager</p>

<p>Competencies (from the Water Division Competency Dictionary)</p> <ul style="list-style-type: none">• Influencing – The ability to articulate an objective or idea in a compelling manner, so that others are persuaded to act on its merit• Team Working – Is committed to working collaboratively to achieve business goals, building cohesiveness and identity within a work group, and valuing individual perspectives and contributions• Delivers Results – Delivers bottom line results through bold, decisive actions, working through risks and uncertainty to create opportunity. Continually raises standards and promotes entrepreneurial behavior.• Sharing Knowledge and Expertise – Drives business performance by developing and contributing specific technical or professional knowledge, skills and experience. Demonstrates a professional attitude• Market/Customer Focus – Identifying, understanding and meeting customer expectations both internally and externally.• Analysis & Problem Solving – Analyses and resolves business issues through the application of critical reasoning skills and general business experience.
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