



JOB DESCRIPTION

Job Title: **General Manager**
Department: Administration
Reports To: Board of Director Chairman

This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.

BASIC JOB SUMMARY Under policy direction of the Board of Directors, the General Manager serves as the chief executive of the District implementing Board policy. The General Manager determines and executes administrative policies through subordinate managers and is responsible for operations and staffing of the District as prescribed by the Board, including planning and design of facilities, construction, operation and maintenance of facilities and the administration of the business affairs of the District. The General Manager supervises all District employees through subordinate managers, manages the employer/employee relations of the District and works closely with Legal/Audit advisors.

ESSENTIAL DUTIES WEIGHT

Duty 1 Attends all Board meetings, prepares reports and makes recommendations to the Board on the overall operation of the District, including submission of an annual budget.

Duty 2 Plans and determines the course and direction of the District, coordinates the preparation of long-term planning within general policy established by the Board.

Duty 3 Ensures the administration, engineering, maintenance and operation of the District, and for the construction, operation and maintenance of District facilities.

Duty 4 Ensures the implementation and administration of the District's organization and personnel system and effective utilization of District personnel and contractors.

Duty 5 Monitors and provides oversight of all District operations to ensure consistency with established objectives and policies.

Duty 6 Represents the District with appropriate Federal, State, local agencies and other interest groups on matters affecting the operations and policies of the District.

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

General operations, functions and purposes of a municipal water district and environmental issues affecting such operations;

- Modern management practices, including: municipal finance, supervision, and organizational development;
- Negotiation strategies;
- Managerial, leadership, and interpersonal skills essential to demanding and visible activities within the District and the community;
- Laws and regulations pertaining to a water/water reclamation district;
- Fiscal management and decision making.

ABILITY TO:

- Ensure the timely and economic completion of necessary projects, reports and studies as required by the Board;
- Plan for future needs of the District;
- Employ modern management practices to insure the efficient operation of the District;
- Communicate in an effective manner with the Board and all other interest groups including all government agencies;
- Establish and maintain cooperative working relationships with all such groups including representation of the District's interest with all news media.

PHYSICAL AND SENSORY REQUIREMENTS:

- Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- Ability to speak and hear at normal conversational levels in person and over the telephone;
- Manual dexterity to write legibly and to use calculators, computer terminal, and other general office machines;
- Reach, lift and move reports, materials and objects weighing approximately twenty-five pounds; and to reach, bend, or crouch to use files and records;
- Ability to travel to different sites and locations.

TRAINING AND EXPERIENCE GUIDELINES: Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: Equivalent to graduation from an accredited college or university with major work in public administration, business administration, civil engineering or a closely related field. An advanced degree from an accredited institution in one of the above areas is highly desirable. **EXPERIENCE:** Five (5) years senior-level managerial experience with three (3) years of experience as general manager or department head of a government agency or special district.



JOB DESCRIPTION

Job Title: **Office Manager**

Department: Office

Reports To: General Manager

POSITION SUMMARY

The Office Manager is responsible for supporting the GM in managing all facets of MCWD, including Administrative, Finance and Accounting, Regulatory Compliance, Customer Service, Engineering and Development Services, Operations and Maintenance, Production and Supply, and Water Quality.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Administrative and Office Management
- Support the GM in developing long-term strategy, goals and objectives, and short-term work priorities and plans
- Support the GM in establishing standards and procedures
- Organize office operations and procedures
- Ensure filing systems are maintained and up to date
- Support in the development of new policies and procedures
- Support all FWC staff in carrying out their jobs and duties
- Management of the Retention Policy
- Manage employee vacation time, sick time, timecards and incident reports
- Responsible for weekly safety topics and discussion

2. Finance and Accounting

- Support the GM with developing, monitoring, and maintaining annual budgets
- Prepare monthly expense reports
- Support the GM in all rate review and rate-case related matters
- Review and code invoices
- Prepare monthly intercompany expenses and billing

3. Regulatory Compliance

- Maintain and improve data gathering and recordkeeping for all operational and regulatory compliance needs
- Manage and maintain Backflow Prevention Program
- Assist with all regulatory compliance matters, including but not limited to preparing annual regulatory reports for the Arizona Corporation Commission, Arizona Department of Water Resources, and Arizona Department of Environmental Quality

4. Customer Service/Bill Master

- Receive and respond to customer service inquiries
- Coordinate move-ins, move-outs and new meter installs via Bill Master
- Update customer accounts with changes, including names, addresses, phone numbers, email, etc.
- Inventory management in Bill Master, including meter change outs, new meters, and available inventory
- Provide information for sewer billing to Pima County Wastewater
- Facilitate and/or conduct customer outreach and communication for billing issues, service issues, water conservation, and backflow prevention
- Responsible for placing Public Notices in Green Valley News and on the FWC web site as required by ACC and ADEQ.
- Assist in development of new policies and procedures for improving customer service

5. Engineering and Development Services

- Coordinate development plan review through development and new construction protocol
- Maintain development project records
- Maintain and improve infrastructure and ownership records, including but not limited to mainline extension agreements, easement records, Certificate of Convenience & Necessity decisions and orders, and water service area mapping

6. Manager Plus

- Implementing and maintaining Inventory Management (Track Inventory and order as needed)
- Implementing and maintaining Asset Management
- Issuing service\work orders related to High Water use, leaks, meter location, water pressure, developer work, disconnects, and final meter inspections.

7. Website

- Maintain website
- Update forms, news and reports (ACH, Meter Applications, Consumer Confidence Report, etc.)

8. Miscellaneous Duties

- Coordinates maintenance of equipment and training on new technology – Tablets, Smart Phones, software, etc
- Maintain Emergency Operations Plans
- Track PDH's and arrange training and workshop opportunities for Certifications
- Setup and management of Construction Meter Accounts
- Manage and review the Zero Read Report

9. Perform other related duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge, Skills And Abilities:

- Attention to detail.
- Strong organizational skills.
- Strong written communication skills including the use of proper English, spelling, grammar, and punctuation.
- Ability to accurately compose complex and detailed correspondence and reports.
- Strong verbal communication and presentation skills.
- Ability to deal tactfully and courteously with customers and employees.
- Ability to work well and collaboratively with others.
- Ability to complete complex analyses (e.g., define objectives, conduct research, collect data, analyze data, derive results, and formulate conclusions and recommendations).
- Knowledge of accounting.
- Office methods and procedures, including filing, record keeping, and reporting systems.
- Strong working knowledge of desktop computers, in particular intermediate-to-advanced proficiency in Microsoft Office applications (Word, Excel, PowerPoint, and Outlook).
- Bilingual in Spanish/English preferred

Education and Experience:

Any combination of training and experience that provides the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be:

- Bachelor's degree from an accredited university or college with an emphasis in business, accounting, public administration, or finance; or
- Combination of education and work experience.

OTHER REQUIREMENTS

Persons selected for appointment to this position must pass a pre-employment drug and alcohol screening.

- Possession of a valid driver's license. Proof of a good driving record, free from multiple or serious violations or accidents, and in accordance with any standards of FWC's insurance carrier.

PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS:

- Prolonged periods of standing, sitting
- Work is indoors in seasonally cooled and heated area.



JOB DESCRIPTION

Job Title:	Field Manager
Department:	Field
Reports To:	General Manger

Performs difficult technical work in planning and supervising the installation, maintenance, repair and/or construction of water and sewer lines. Work is performed under the general supervision of Assistant Director for Operations. Supervision is exercised over multiple crews.

This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally. Work requires climbing, balancing, stooping, reaching, standing, walking, lifting, and grasping; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions, extreme cold, extreme heat, noise, vibration, hazards, atmospheric conditions, and oil.

Examples of Duties:

Assisting with planning, coordinating and supervising utility field operations maintenance programs; coordinating installations with contractors; overseeing the preparation and maintenance of files and records. In coordination with supervisor, plans, schedules and implements maintenance programs involving water distribution and wastewater collection systems.

Inspects water construction, maintenance and repair, and gives technical advice and assistance to supervisors and inspectors; Coordinates the use of equipment and manpower to obtain maximum effectiveness and economy; Coordinates maintenance programs activities with the Manager of Facilities Maintenance and provides technical assistance and data when required;

Checks projects for progress and conformance to work plans and orders; Coordinates construction with Miss Utility; Assist crew supervisors and skilled workers on difficult jobs; Maintain and improve inventory procedures to maximize value and reduce loss; Plan and direct safety program; Keeps records and makes detailed reports; Works with VDOT on permits, regulations and inspections; Assists with supervision and evaluation of employees; Identifies and recommends procedural improvements or changes; Responds to after-hours emergencies, under sometimes inclement weather conditions, as needed; Performs related tasks as required.

Thorough knowledge of basic principles and operations of water distribution and wastewater collection systems; thorough knowledge of the occupational hazards and safety precautions of work and related equipment operation; thorough knowledge of supervision of the work of skilled, semi-skilled or unskilled workers on a large scale over a wide area; skilled in the use of equipment and tools of the trade; ability to understand and interpret descriptions, construction plans, engineering records and maps; ability to establish effective working relationships with other department staff, contractors and the general public.

Typical Qualifications: Must be able to obtain or have Class II Water Distribution License. Any combination of education and experience equivalent to graduation from high school and extensive experience of an increasingly responsible nature in construction and maintenance of water distribution and wastewater collection systems.



Job Title: **Utility Account Clerk**

Department: Office

Reports To: Office Manager

ESSENTIAL FUNCTIONS:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Collects payments from customers; balances cash drawer to daily sheet; counts money and adds checks.

Prepares work orders for customers getting utilities turned on and off.

Answers the telephone; provides information as requested.

Makes payment arrangements with customers; assists customers with billing questions; talks with Community Services about customers' accounts; communicates with banks and customers about non-sufficient funds checks.

Opens, adds, matches, and stamps mail.

Enters, changes, and/or updates customer information in computer; changes billing addresses; completes non-pay disconnected services in the computer.

Reviews transaction histories and prints credit references for customers.

Prints consumption histories, credit reports, and receipts.

Communicates with servicemen via radio regarding services.

Records meter readings on disconnected services

Files customer information, renter, and owner cards.

Sells water tokens.

Assembles newcomer packages.

Collects past due bills from customers.

Operates a personal computer, adding machine, copier, facsimile machine, printer, typewriter, two-way radio, or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

EDUCATION and EXPERIENCE GUIDELINES:

MINIMUM: High school diploma or GED; one month of experience in cashiering or customer service work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.



Job Title:	Customer Service Representative
Department:	Office
Reports To:	Office Manager

GENERAL DEFINITION OF WORK:

Performs responsible clerical work/payment processing involving customer service activities and the preparation and/or maintenance of fiscal or related records; does related work as required.

Work is performed under regular supervision.

TYPICAL TASKS:

Handles and processes payments at register daily;

Balances drawer daily;

Handles and processes daily deposits;

Submits daily register paperwork and applications to Billing/Collections Department;

Handles and processes new service applications, transfer applications and customer terminations;

Matches work orders for applications, transfers, and terminations turned in by meter, tap and repair departments;

Verifies application fees are paid for sewer inspections;

Contacts inspectors when inspections are requested;

Receives customer complaints, searches information, and prepares work orders;

Handles utility account inquiries;

Operates calculator and other standard office equipment incidental to maintaining records;

Answers high quantity of telephone calls and assists walk-in customers on a daily basis;

Contacts dispatch when needed to have information sent to field employees;

Performs related tasks as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

General knowledge of bookkeeping terminology, methods, procedures and equipment; general knowledge of standard office procedures, practices and equipment; general knowledge of utility service connection, termination, billing, collecting and adjustment procedures; skilled in the use of a variety of office machines; ability to understand and follow oral and written directions; ability to establish and follow detailed work procedures; ability to multi-task; ability to post accounts and perform mathematical computations with speed and accuracy; ability to type at the rate of 35

wpm; ability to establish and maintain effective working relationships with associates and the general public; ability to stand and sit in high task chair for extended periods of time; and ability to occasionally lift up to 50 pounds.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited community college with major course work in Business, Marketing or related field.



Job Title:	Equipment Operator / Field Tech
Department:	Field
Reports To:	Field Manager

Job Summary:

Essential Job Duties include safe operation of Excavator for all types of water related projects. Working closely with “live” lines.

Work tasks involve, but are not limited to operating small equipment, repairing leaks, reading meters, making taps, conducting leak detection, collecting water samples, service cut-offs, pump service, storage tank service, booster pump service.

Job Responsibilities:

Ability to operate Excavator and all equipment and should be in good physical condition. Ability to understand and carry out written and oral instructions. Ability to write legibly and record accurately figures and numbers. Working knowledge of the geography and road locations in the county. Ability to work under adverse weather- and work-related conditions. Ability to develop and maintain effective relationships with other employees and the public. Must be dependable and resourceful.

Maintains tools, vehicles, work equipment, storage building clean and orderly. Also helps keep building clean, neat and in safe working condition.

Physical Requirements:

This position involves work requiring the employee to exert in excess of 100 pounds of force occasionally and less force frequently to move objects. Physical activity related to this position may include climbing, stooping, kneeling, crouching, reaching, standing, walking, grasping, feeling, talking, hearing and repetitive motion. Employee will be exposed to indoor and outdoor environmental conditions including extreme heat and cold; subject to noise, fumes, odors, gases, poor ventilation, oil and grease.

Job Requirements:

Must have high school diploma or equivalent. Must have a valid KY driver’s license. Full time position and must be willing to work on an “on call” basis for emergency situations, and be willing to work on weekends and holidays, if required. Be able to show job efficiently on equipment.



Job Title:	Field Service Technician
Department:	Field
Reports To:	Field Manager

Job Summary:

Work tasks involve, but are not limited to operating small equipment, repairing leaks, reading meters, making taps, conducting leak detection, collecting water samples, service cut-offs, pump service, storage tank service, booster pump service.

Job Responsibilities:

Ability to operate small equipment and should be in good physical condition. Ability to understand and carry out written and oral instructions. Ability to write legibly and record accurately figures and numbers. Working knowledge of the geography and road locations in the county. Ability to work under adverse weather- and work-related conditions. Ability to develop and maintain effective relationships with other employees and the public. Must be dependable and resourceful.

Maintains tools, vehicles, work equipment, storage building in clean and orderly manner. Also helps keep building clean, neat and in safe working condition.

Physical Requirements:

This position involves work requiring the employee to exert in excess of 100 pounds of force occasionally and less force frequently to move objects. Physical activity related to this position may include climbing, stooping, kneeling, crouching, reaching, standing, walking, grasping, feeling, talking, hearing and repetitive motion. Employee will be exposed to indoor and outdoor environmental conditions including extreme heat and cold; subject to noise, fumes, odors, gases, poor ventilation, oil and grease.

Job Requirements:

Must have high school diploma or equivalent. Must have a valid KY driver's license. Full time position and must be willing to work on an "on call" basis for emergency situations, and be willing to work on weekends and holidays, if required. Be able to obtain a Class I Water Distribution License.



Job Title:	Field Service Leak Detection Specialist
Department:	Field
Reports To:	Field Manager

Job Summary:

Work tasks involve, but are not limited to OPERATE VARIOUS TYPES OF ELECTRONIC EQUIPMENT USED TO DETECT AND RECORD LEAK SOUNDS RELATED TO WATER LOSS FROM THE WATER DISTRIBUTION SYSTEM. SUBMIT DATA COLLECTED TO LEAK DETECTION COORDINATOR FOR ANALYSIS AND APPROPRIATE ACTION.

Job Responsibilities:

1. OPERATE EQUIPMENT INCLUDING LOGGERS, SCANNERS, CORRELATORS AND OTHER DEVICES TO LISTEN TO AND INTERPRET QUALITY AND TYPE OF SOUNDS TO DETECT LEAKS IN THE WATER AUTHORITY'S WATER DISTRIBUTION SYSTEM.
2. DOWNLOAD DATA FROM MONITORING EQUIPMENT AND ENTER DATA GATHERED INTO DATABASE TO FACILITATE ANALYSIS OF WATER LOSSES BY LEAK DETECTION COORDINATOR.
3. PERFORM SEQUENTIAL ACTIONS TO LOCATE LEAKS BY APPLYING KNOWLEDGE OF LEAK DETECTION PRACTICES AND READING AND INTERRUPTING WATER DISTRIBUTION MAPS AND DRAWINGS.
4. UTILIZE HAND AND CONSTRUCTION TOOLS TO EXPOSE MAINS, VALVES AND SERVICE STOP BOXES.
5. SET UP BARRICADES OR OTHER TRAFFIC DEVICES IN THE FIELD TO ENSURE SAFETY IN THE WORKING ENVIRONMENT.
6. COLLECT GLOBAL POSITION SYSTEM (GPS) DATA REGARDING LOCATION OF FIRE HYDRANTS, VALVES AND METERS.
7. LOG ACTIVITIES AND PREPARE REPORTS AS DIRECTED.

Physical Requirements:

This position involves work requiring the employee to exert in excess of 100 pounds of force occasionally and less force frequently to move objects. Physical activity related to this position may include climbing, stooping, kneeling, crouching, reaching, standing, walking, grasping, feeling, talking, hearing and repetitive motion. Employee will be exposed to indoor and outdoor environmental conditions including extreme heat and cold; subject to noise, fumes, odors, gases, poor ventilation, oil and grease.

Job Requirements:

HIGH SCHOOL DIPLOMA OR GED PLUS ONE (1) YEAR WATER UTILITY OPERATIONS, ENVIRONMENTAL INSPECTION AND/OR COMPLIANCE EXPERIENCE. LEAK DETECTION EXPERIENCE AND ASSOCIATE'S DEGREE OR TECHNICAL TRAINING IN ENVIRONMENTAL SCIENCE OR RELATED FIELD PREFERRED. Must have a valid KY driver's license. Full time position and must be willing to work on an "on call" basis for emergency situations, and be willing to work on weekends and holidays, if required.