JOB DESCRIPTION

Carroll County Water District #1

District General Manager

Scope of Work

The individual in this top-level position manages all facets of the water company. He has considerable experience in the drinking water industry and holds Operator's Licenses in both Distribution and Treatment. Has an engineering background along with experience and knowledge of GIS Mapping Systems and Fluid Hydraulics Analysis with knowledge of piping design and process control. The District Manager's position encompasses all positions within the District which allows for better flow and understanding of the complete process of the daily functions from all perspectives. He serves as compliance officer, SCADA operator, emergency coordinator, monitors and protects the Board and interest of the rate payers, not politically influenced, handles all computer IT work within house, and Public Relations. Operates 365 days a year and is on call 24/7. Head of meter program which includes certified to test meters certified by Ky PSC. Over sees purchases and enforces warranty exchange program.

Essential Functions

1. Produce potable water for the Carroll County Water District #1, in accordance with all state and federal regulations.
2. Understand water treatment theory/technology and apply that knowledge to the water treatment process/production.
3. Operate a Class III B water treatment plant which includes:
    a. Monitoring of gauges, flowmeters, charts, system control scada, etc.
    b. Conducting water analysis tests such as PH, chlorine residual, fluoride, etc., for treatment process control.
    c. Determine chemical feed rates and adjust chemical dosages in accordance with instructions given.
    d. Determine and maintain proper flow rates and in accordance with water consumption demand.
    e. Maintain treatment records in accordance with state and federal regulations.
4. Conduct water analysis tests to ensure safety and water quality by collecting representative water samples and testing for contaminants and properties such as color, odor, chlorine, fluoride levels, etc.
5. Collect representative water samples to be used by other agencies for water analysis testing for regulation compliance.
6. Ensures that plant operations are in compliance with operating guidelines and that treated water is safe and acceptable entering the distribution system.
7. Maintains all required records such as operating logs, chemical and repair part inventories, maintenance logs: distributes information to internal and external personnel.

8. Performs or causes to be performed routine preventive maintenance on plant equipment to include: operating adjustments and calibrations on equipment, basic mechanical and electrical work and cleaning, lubricating and replacing equipment parts.
9. Oversees and if needed will perform building and grounds maintenance as needed, including mowing, painting, cleaning, etc.
10. Oversees and if needed will perform regular safety inspections of plant equipment, facilities and vehicles; record violations or potential hazards and take corrective action.
11. Revises operation and administrative manuals such as maintenance, treatment, safety, and administration record keeping and SOPs.
12. Enhancing features and updates the GIS mapping system.
13. Updates CCWD's hydraulic model, analyze proposed development impacts to the distribution system and compare calculations versus telemetry pressure readings and flow rates to assist water loss/accountability.
14. Assist outside contractors, supplying necessary information and inspects contractors work.
15. Promotes positive relationships and communicates effectively and courteously with staff, board members, and outside associates.
16. Over sees corrective maintenance on plant equipment.
17. Discuss water quality with the public, educational school program and conduct plant tours if needed.
18. Familiar with the current and proposed rules, regulations and policies of the Water District.
19. Orders / or approve all supplies such as chemicals, repair parts/tools and office supplies.
20. On-call on a 24-hour / 365 days.
21. Must obtain a Class III B operators treatment certification and 2D - Distribution certification.
22. The District General Manager is to inform and remind all employees of their job responsibilities and duties, and communicate of any unsatisfactory work and continue to teach best procedures.
23. The District General Manager is to confirm that the Field Supervisor is to oversee the work on any water line breaks, direct all activity, and notify proper authorities concerning the break. He is also to keep a record of the time, amount of water, and the place of the line break.
24. The District General Manager is to confirm that the Field Supervisor is informing all employees in his care of all safety measures and is responsible to see that they are carried out by all employees.
25. The District General Manager is able to perform data entry functions by keying data into computer system; enter, retrieve, review or modify data in computer database; verify accuracy of entered data and make corrections.
26. The District General Manager is able to research requests, problems, and complaints and initiate appropriate action; generate work orders to resolve service issues.
27. The District General Manager is able to take on-and-off orders for utility service by telephone, correspondence and in person; analyze customer records to apply appropriate utility rates; establish deposit amounts from written guidelines for new utility users and authorize deposit refunds.

28. The District General Manager is able to process temporary water meter applications, assessment fees and temporary meter applications ensuring District requirements are met if staff is not available.
29. The District General Manager is to answer customer questions investigate and resolve complaints pertaining to utility billing procedures; compute and prepare water bills; review, audit, analyze and reconcile customer billing records.
30. The District General Manager is to be able to use various computer systems extensively to enter data of new utility customers and make data changes; interact with customers, coordinate with staff, check credit ratings, obtain other information to assist customers, research, resolve or refer to other authorities of unauthorized utility usage and use discretion to determine deposit and restoration of service requirements.
31. The District General Manager is able to determine, resolve and approve utility payment problems and mis-readings; research, recalculate and adjust incorrect bills.
32. The District General Manager is to be able to prepare orders to install, remove and repair meters, post, disconnect, restore, or verify services and to perform other service-related changes and addition invoicing any property damages or theft that has encountered by any customer or third parties.
33. The District General Manager is able to perform or approve financial transactions including processing or transferring payments, refunding credit amounts or deposit, adjusting charges and/or deposits, reversing payments, issuing refunds, and adjusting service fees; and proof of claims; manage customer payment programs.
34. The District General Manager is able to perform internal audits, analyze and reconcile computer reports; prepare periodic and special reports; maintain various manual records, logs and ledgers.
35. The District General Manager is able to research customer records to resolve more difficult customer inquiries and prepare correspondence in response as well to verify staff is following policy procedures.
36. The District General Manager is able to communicate with customers via telephone, mail, email, or other means of communication such as social media platforms.
37. The District General Manager is able to provide training to staff as existing and new techniques. Serve as a resource to all staff and all parties related to the potable water industry of all other affiliates. Be able to assist in all other positions or work units with various support assignments or special projects on an as needed basis.
38. The District General Manager is to be available and have the ability to learn and achieve any task to enhance CCWD #1' over all operation.

Knowledge, Skills, and Abilities

1. Ability to maintain effective working relationships with a diversified group of people under trying and stressful conditions.
2. Ability to communicate courteously and professionally to reflect a positive image of Carroll County Water District #1 to its customers and the public at all times.

3. Ability to access and interact with all computer control systems.
4. Ability to analyze, evaluate, and recommend sound solutions to problems of routine nature to all parties such as board, staff, customers and federal, state and local agencies.
5. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
6. Ability to work independently and efficiently while managing all staff members.
7. Ability to adjust work schedule to perform necessary duties.
8. Ability to handle confidential matter.
9. Ability to understand all operation of a Special Purpose Government Entity (SPGE) public water supplier.
10. Ability to understand overall mechanical, instrumental problems and equipment.
11. Ability to use common hand tools and other related equipment including computers and electronics.
12. Knowledge of fundamental principles of human relations; personal computer operation in office applications; office procedures and equipment; English usage; and business math.
13. Ability to maintain effective working relationships with a diversified group of people under trying and stressful conditions.
14. Ability to communicate courteously and professionally to reflect positive image of Carroll County Water District #1 to its customer and the public.
15. Ability to express self logically and concisely in both oral and written form.
16. Ability to analyze, evaluates, and recommends sound solutions to problems of routine and non-routine nature.
17. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
18. Ability to work independently and efficiently while instructing and monitoring other's performance.
19. Ability to handle all confidential matter such as staff and developments.
20. Ability to communicate effectively with utility customers both in person and over the telephone; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances. The ability to analyze and evaluate data; make accurate and logical determinations based upon data and interpretive guidelines; maintain accurate records; speak clearly and concisely; simultaneously converse with customers and accurately enter data into computer on while being able to multi task throughout events.

Typical Physical/Mental/Environmental Demands

1. Must accomplish certain tasks regardless of weather conditions and circumstances at any time of day.
2. Requires periodic lifting of 50 pound chemical containers. Occasionally, maintenance may require lifting of approximately 75 pounds.
3. On a daily basis, requires the ability to read, write, compile, and analyze data and reports.

4. On a daily basis, requires the ability to lead and be a role model as well as being able to work along as a team player, courteously and respectably with all staff in a close working environment.
5. May be subject to noise and chemical vapor. Must work with hazardous chemicals in a liquid, vapor or solid form.

Knowledge of Equipment/Accessories

Computers	Vehicles	Design Software (CAD)	Hydraulic Software
GIS Exchange/Model Software	Phone Communicators	Copier/Printers	Sensor Equipment
General Office Equipment	Multi Volt meters	Leak Detection	Pumps/Motors
Personal Protective Equipment	Lab Equipment	Hand Tools	Generators
Chemical Feeders	Chemical Analyzers	Monitoring Equipment	Excavating Equipment
SCADA/Telemetry			

The statements herein are intended to describe the general nature and level of work being performed by the person assigned to this position. The statements are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as classified.