

# **New Holstein Utilities Job Description**

## **General Manager**

### **SUMMARY**

The General Manager performs as the administrator and manager of the activities of the municipally owned electric, water, water softener and sanitary sewer utilities. The General Manager is responsible for the day-to-day activities and long-range planning of the utilities to ensure that the customers in the community receives continuous, reliable, quality service in an efficient, cost effective, and safe manner.

### **QUALIFICATIONS REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **ESSENTIAL FUNCTIONS OF THE JOB**

Guided by the New Holstein Utilities Commission and adhering to all local, state, and federal regulations, ordinances, and codes, the General Manager is responsible for the operations, maintenance, direction, coordination, long range planning, and fiscal management of the utilities' activities.

### **PLANNING AND DEVELOPMENT**

- Responsible for the direction and coordination of annual project plans and the short-term and long-range planning of the utility.
- Participates in well-planned growth for the City of New Holstein in cooperation with the Mayor and City staff.
- Coordinates projects effectively with City staff to assure consistency between city and utility project planning.
- Follows established policies and procedures of the City and Utility; recommends to the Utilities Commission the revision or creation of policies and procedures.
- Reviews and recommends revisions to the Municipal Utility Ordinance.
- Develops and implements public relations programs designed to increase the awareness, understanding, and support for municipal utility ownership on the part of customers and community.

### **OPERATION AND MAINTENANCE**

- Responsible for utilizing and coordinating engineering consultant expertise.
- Reviews, revises, and creates processes and financial structures with the Utilities Commission to ensure provided services are reliable and cost-effective.
- Directs and coordinates all activities including administrative, operations and maintenance of the electric, water, water softener and sanitary sewer utilities.
- Responsible for ensuring that the utility complies with and follows all safety regulations.
- Establishes and maintains communication with and monitors the activities of adjacent utilities.
- Reviews and recommends for Utilities Commission approval of all major construction projects, including monitoring projects and providing status reports of projects.
- Completes or reviews and approves all regulatory compliance reports and operating contracts. Makes recommendations for Utilities Commission approval as needed.
- Develops and recommends Utility's policies on organizational structures, systems development, and maintenance.

## **FINANCIAL MANAGEMENT**

- Studies and analyzes utility rates including tariff provisions, and billing and collection policies to determine if they are consistent with current operating requirements; makes recommendations to the Utilities Commission of changes to policies.
- Working with the Business Manager, administers the approved budget; assures investment and reinvestment of utility funds.
- Continually seeks cost saving and cost reducing items in the operating budgets. Works to minimize the need for and amount of capital expenses and bonding.
- Safeguards all utility assets ensuring that all fixed and perpetual assets are recorded properly.
- Works with the Business Manager and department supervisors to prepare the annual budget for recommendation to the Utilities Commission. With input from the department supervisors and the Business Manager, assists in developing a long-range financial plan.

## **PERSONNEL MANAGEMENT (Supervisory)**

- Develops and determines the qualifications for each of the Utility's positions. Develops and verifies that the position descriptions appropriately detail the specific duties and expectations for each of the utility's positions and that they are up to date.
- Promotes and exemplifies team management principles.
- Develops, implements, and coordinates policies and programs for all aspects of human resource management, including management and staff development.
- Interviews prospective employees to fill available job openings. Supervises employee evaluations, training, personnel file updates, disciplinary actions, compensation and benefit programs, and application of Utility Personnel Policies and Procedures.
- Implements a disciplined approach with Utility employees to obtain the maximum performance for the most cost-effective dollars.

## **COMMUNICATION AND REPRESENTATION**

- Participates in associations and agencies activities and events including WPPI Energy, MEUW, MEG, APPA, WRWA and WWOA.
- Monitors and participates in local, state, and federal government activities which have an impact on municipal utility operations including WDNR, PSCW, MISO, FERC, and EPA. Ensures that the Utility complies with all appropriate laws, rules, and regulations.
- Maintains a strong public relations presence as a critical part of the utility business, using proactive approach to controversial issues.
- Prepares Utilities Commission meeting agendas with appropriate input from staff and Utilities Commissioners.
- Attends and participates in all Utilities Commission meetings.
- Attends City Council meetings and other city committee meetings as needed.
- Participation in the New Holstein Area Chamber of Commerce and New Holstein Economic Development Corporation organizations is strongly encouraged.

## **SUPERVISORY RESPONSIBILITIES**

Directly supervises electric, wastewater, water, and water softener utility employees in the office and at offsite locations. Conducts periodic meetings with three department supervisors and their departments. Fulfills supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; evaluating performance; rewarding and disciplining employees; transferring employees; addressing complaints and resolving problems; and the ability to effectively recommend promoting or demoting employees, adjusting grievances; and the suspension or discharge of employees.

Performs other duties as assigned by New Holstein Utilities Commission.

### **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED**

The position of General Manager requires a bachelor's degree from an accredited college or university in Engineering, Business Administration, Accounting/Finance, or Public Administration, with demonstrated ability in the administration of public or private utilities; utility design and construction; or an acceptable combination of education and experience will be considered. Minimum of three years supervisory responsibility is preferred.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations is needed. Ability to effectively draft reports and business correspondence is essential. Must be able to respond to common inquiries or complaints from customers, employees, regulatory agencies, or members of the business community. Experience preparing and discussing analytical/financial reports is required. Possesses skills to present information and communicate to questions from employees, customers, business partners and the general public.

### **COMPUTER SKILLS**

A working knowledge of business software including Microsoft Office products is desired.

### **REASONING ABILITY**

Possesses critical thinking skills including identification of problems, data collection, utilizing facts, and drawing valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **OTHER SKILLS AND ABILITIES**

A comprehensive knowledge of the technical aspects of electric, water and wastewater operations are preferred. Must exhibit the ability to listen and to communicate effectively using oral and written skills and have good interpersonal skills. Other important characteristics include being collaborative, accountable, and professional. Must possess a willingness to learn and be a self-starter. Familiarity with State of Wisconsin, and Federal Rules and Regulations regarding utility systems is helpful. A valid Wisconsin Driver's License is required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel objects, tools, or controls, and to reach with hands or arms. The employee frequently is required to sit. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to fifty (50) pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to adjust focus.