



TOWN OF MANCHESTER



POSITION AVAILABLE
CHIEF ADMINISTRATIVE OFFICER (WATER & SEWER DEPT.)
\$150,000 - \$165,000

CLOSING DATE: Friday, December 20, 2024

(Applications must be received in the Human Resources Department by 4:30 p.m.)

SUMMARY OF POSITION: Under general direction of the Town Manager, the Chief Administrative Officer (CAO) performs responsible management of all aspects of the operations of a municipal water and sewage utility. Plans and directs the operation and maintenance of a system of water supply, treatment and distribution and a system of sanitary sewage collection, treatment and disposal.

The CAO is responsible for the overall leadership and management of the Manchester Water & Sewer Department's operations, community relations, environmental compliance, engineering, finance, contracting, personnel, customer service, and other functions.

DESIRABLE KNOWLEDGE AND SKILLS: This leadership role requires skills in analysis, strategic planning, and organization; interpersonal and written communication; and the ability to work effectively at all levels, in a collaborative team environment. The ideal candidate will be skilled at motivating others to initiate action to meet goals and objectives and will be able to empathize with differing points of view and mediate conflicts.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree in civil engineering, environmental planning/engineering, business administration, public administration, or related field and seven (7) years of experience in water/wastewater utility organization or a closely related operation. Master's degree preferred. Four (4) year of experience must be in supervisory capacity and senior level management experience is preferred.

Possession of a Class IV Water Treatment Plant Operator's, Class III Water Distribution System Operator's and Class IV Wastewater Treatment Plant Operator's licenses as issued by the State of Connecticut is preferred.

Suitable experience may be substituted for educational attainment and work experience if deemed appropriate by the Town Manager or his designee.

ADDITIONAL INFORMATION:

Applications must be received in the Human Resources Department by 4:30 p.m. on Friday, December 20, 2024, or must be postmarked by Friday, December 20, 2024. <https://www.manchesterct.gov/Employment-Opportunities> **No faxed or e-mailed resumes and/or applications will be accepted.**

The Town of Manchester shall not discriminate based on race, color, creed, age, sex, national origin, physical disability or sexual orientation. The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Department.

The Town of Manchester is an equal opportunity employer and encourages applications from women, men, minorities, veterans and the disabled. *The above posting is intended as a guide for personnel actions and must not be taken as a complete description of the position or the process.*

TOWN OF MANCHESTER
POSITION GUIDE

Title: Chief Administrative Officer
Department: Manchester Water and Sewer Department
Reports To: Town Manager or designee

NATURE OF WORK

Under general direction of the Town Manager, the Chief Administrative Officer (CAO) performs responsible management of all aspects of the operations of a municipal water and sewage utility. Plans and directs the operation and maintenance of a system of water supply, treatment and distribution and a system of sanitary sewage collection, treatment and disposal.

The CAO is responsible for the overall leadership and management of the Manchester Water & Sewer Department's operations, community relations, environmental compliance, engineering, finance, contracting, personnel, customer service, and other functions.

This high-level leadership role requires a collaborative, experienced professional who will continue to support training and professional development of staff, demonstrates out-of-the box thinking, and is committed to strengthening community relationships through partnerships, events, and programs.

ESSENTIAL FUNCTIONS

Directs the implementation of operations and programs of the Manchester Water & Sewer Department; provides strategic planning; coordinates, administers, and evaluates programs, projects, processes, systems, standards, and/or services; prioritizes and directs projects and initiatives in alignment with organizational strategy, mission, and vision; ensures compliance with applicable regulations, standards, policies, and procedures.

Develops short- and long-term goals, objectives, and strategic plans; oversees and/or negotiates contracts; provides and presents communications and updates on organization activities, positions, and project/program status.

Provides leadership and management including planning, goal setting, and evaluating the effectiveness in cooperation with the LRWRC.

Selects, assigns, and evaluates the work of subordinates.

Develops, administers, and oversees the Department's operating and capital budget

Seeks external funding and helps administer grants.

Analyzes managerial structure, procedures and legislation affecting water and sewer operations, and initiates or recommends changes.

Continuously analyzes operational state of the Department to ensure Manchester Water & Sewer is a premier utility in New England.

Drafts specifications for technical studies by consultants and assists in the selection of such consultants.

Evaluates the physical and financial needs of the utilities, provides information, and makes plans and recommendations for improvements.

Interface with federal, state, and local regulatory agencies regarding all aspects of system operation.

Implement various water treatment upgrades including PFAS treatment

Provides legislative review and advocacy on Federal, State, and local issues affecting the Utility or its operations.

Collaborate with the Director of Finance and Budget Director to analyze water rates, invest Authority reserves, and prepare for annual audits.

Assures compliance with U.S. Environmental Protection Agency, CT Department of Public Health, CT Department of Energy and Environmental Protection and all related laws regarding public water and wastewater systems, as well as all internal policies, specifications, requirements, and practices.

Performs other duties as assigned.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

This leadership role requires skills in analysis, strategic planning, and organization; interpersonal and written communication; and the ability to work effectively at all levels, in a collaborative team environment. The ideal candidate will be skilled at motivating others to initiate action to meet goals and objectives and will be able to empathize with differing points of view and mediate conflicts.

Knowledge of, and demonstrated experience in, water utility best practices

Knowledge of organization theory, public administration, budgeting concepts and practices, contemporary management practices, practical concepts of organizational planning and performance, and strong capabilities to motivate and persuade individuals and groups to action.

Knowledge of high-performance organizational principles.

Knowledge of management techniques and the ability to apply them to create effective and efficient service.

Ability to establish and maintain effective working relationships with Department/Division Heads, Town officials, elected officials, the public and administrative personnel.

Ability to express oneself clearly and logically in oral and written form.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

Must be mobile, able to push/pull/lift objects of less than 20 pounds, and able to sit for prolonged periods. Able to perform moderately difficult manipulative skills and skills which require hand-eye coordination, such as keyboard skills or using a calculator.

Must be able to see objects closely, as in typing a report; hear normal sounds with some background noise, distinguish voice patterns and communicate through human speech, as in answering a telephone.

Chief Administrative Officer – Water and Sewer (Continued)

Must be able to concentrate on fine detail with constant interruption, attend to task for 60 minutes or more, member multiple tasks given to self and others over long periods, and understand the theories behind several related concepts.

May be exposed to dust, electro-magnetic radiation as in computer screens.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in civil engineering, environmental planning/engineering, business administration, public administration, or related field and seven (7) years of experience in water/wastewater utility organization or a closely related operation. Master's degree preferred. Four (4) year of experience must be in supervisory capacity and senior level management experience is preferred.

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THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZATION OF ALL FACETS OF ANY JOB.