



TOWN OF MANCHESTER, CT

CHIEF ADMINISTRATIVE OFFICER WATER & SEWER

To apply, please visit: townofmanchester.org

NATURE OF WORK

The Town of Manchester is seeking a Chief Administrative Officer (CAO) to lead the Manchester Water & Sewer Department (MWSD).

We are seeking a highly motivated and hands-on leader with strong communication skills and willingness to coordinate and develop strong relationships with the Town Manager, Town Board of Directors, Town employees, Town elected and appointed individuals, and regional partners. We are looking for an individual who clearly understands and tactfully explains the role of the Public Water & Sewer Utilities, who is well-versed in use of technology and its current and future importance to the Department and its operations. This individual must be service-oriented with excellent analytical skills who embraces ideas from outside sources and able to plan, direct, and coordinate the work of a highly competent staff.

This position has a wide array of responsibilities and assists in all aspects of water & sewer operations and administration, including overseeing, directing, and harmonizing the operations of the Water and Sewer Department. This role is essential to ensure the accessibility of secure, dependable, and cost-effective water and wastewater utility services for residential, commercial, and industrial customers within the Town of Manchester, both presently and in the future.

The CAO leads the overall operation of the MWSD to ensure compliance with federal and state statutes. The position is responsible for the leadership and management of the overall operations, construction, maintenance, and administrative practices, employees, facilities, programs, projects, and planning of the Department.

This position is the lead voice for the Town in interactions with regulatory agencies, CT DPH, CT DEEP, neighboring jurisdictions, water and sewer municipalities, regional water associations, civic groups, and professional organizations. The CAO will represent the Town when appropriate before legislative bodies, public and private groups, industry leaders, associations, and partnerships.

The Town is looking for candidates who will succeed in an organization that strives for a culture of excellence with accountability, continuous improvement, diversity and inclusion, and transparency among its core values. Candidates that are highly motivated, innovative, and results-oriented with strong ethical standards are encouraged to apply. This position must be people-focused, exhibit an exemplary customer service approach, and have a strong commitment to public service. The CAO is appointed by and reports directly to the Town Manager.



ABOUT THE MANCHESTER WATER DEPARTMENT

WATER

The Water Department provides potable water service and fire service to the majority of the Town and some abutting Towns. The Department provides water service to approximately 96% of the Town that consists of almost 15,750 service connections which is about 55,000 of the Town's 59,400 residents. Approximately 5.7 million gallons of water are delivered daily.

The water system consists of seven reservoir impoundments which have a combined total capacity of 520 million gallons or a safe dependable yield of 4.6 million gallons per day. The system also has ten individual groundwater wells which can supply another 5.2 million gallons per day, thereby increasing the Town's total potable water supply capabilities to 9.8 million gallons per day. The distribution system consists of approximately 260 miles of water mains in sizes varying from 4 inches to thirty-six inches. There are ten water distribution storage tanks to meet peak daily water demand and fire protection requirements. The storage tanks have the capability of storing 7.178 million gallons located in various sites within the distribution system. There are also several water pump stations within the distribution system.

All the water from our reservoirs are all treated at the Globe Hollow Water Treatment Plant. The treatment process includes; ozonation, flocculation, sedimentation and filtration with chlorination, pH adjustment, fluoridation and corrosion control. Our ten wells have various treatment depending on the source, including; air stripping, chlorination, fluoridation and corrosion control.

SEWER

The Sewer Department provides sanitary sewerage service to most Town residents with the exception of a few areas that abut neighboring Towns and those residents serviced by the Eighth Utilities District. The Eighth Utilities District covers an area of approximately 7.6 square miles in the north central section of the Town and maintains its own sewerage collection prior to discharging it into the Town's system. This district's system consists of approximately 37 miles of sewer main and serves about 3,800 customers. An estimated 95% of the entire Town is serviced by sanitary sewers. The Town's portion of the sewer collection system consists of approximately 167 miles of sewers of various sizes and serves approximately 10,600 customers. All wastewater is conveyed through the Town's collection system before entering the Hockanum River Water Pollution Control Facility. The wastewater treatment plant that is capable of providing 8.25 million gallons per day of advanced treatment capacity. The treatment at the plant includes; solids removal, nitrogen removal, phosphorus removal and ultra violet disinfection. The solids produced by the process is dewatered and disposed of at the landfill. This is done to make the water going back into the environment clean, in order to continue to support it. The Water and Sewer Department operates as a self-supporting enterprise fund. This means that the revenues collected via the water rates pay for all of the expenditures, and Town taxes do not supplement the Water Department's budget.



CHALLENGES / OPPORTUNITIES

The incoming CAO, in collaboration with the Town Manager and existing Water Department staff, will be tasked with updating the MWSD Strategic Goals and Plan.

The Department is in the process of implementing a comprehensive Asset Management program, to include routine condition assessments of Department assets and risk-based prioritization of preservation projects. The incoming CAO will take the lead on this important project, as this effort as the basis for future maintenance and rehabilitation/replacement efforts.

Several regulatory deadlines, such as PFAS remediation and Lead and Copper rules, are on the horizon in the next few years. The incoming CAO will work on a strategy and plan to meet these requirements.

MWSD has been a preferred employer in the area for many years. As a result, employees tend to stay with the Town until retirement. New employees have recently replaced long-term employees, and several remaining long-term and highly skilled employees will be retiring over the near-term horizon. It will be incumbent on the incoming CAO to work with the Town Manager, senior management, and staff to develop a comprehensive professional development and succession plan to assure the future operational stability of the Department.



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 Town Manager and Board of Directors.
- 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 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 & MENTAL EFFORT / ENVIRONMENTAL & WORKING CONDITONS

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.

Must be able to concentrate on fine detail with constant interruption, attend to task for 60 minutes or more, remember 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. 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.

SALARY & BENEFITS

Salary: \$150K-\$165K (Depending on Qualifications)

The Town of Manchester offers an excellent and comprehensive benefits program including:

- Generous annual leave includes 20 paid days, 14 paid holidays, and separate paid sick leave
- Health/Dental Insurance including PPO options and HDHP with Town funded H.S.A account
- Section 125 Flexible Benefits Plan
- Paid Life/Long Term Disability Insurance
- 401(a) Defined Contribution Plan with six percent (6%) fully matched Town contribution
- (457) Deferred Comp Savings Plan
- Flexible Schedule and Remote Work Options
- Paid Parental Leave
- Tuition Reimbursement
- Section 529 Qualified Tuition Plan
- Student Loan Repayment Assistance
- Monthly car allowance available DOQ

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.

